

# Women's Experience of Homophobia and Transphobia **Survey Report**

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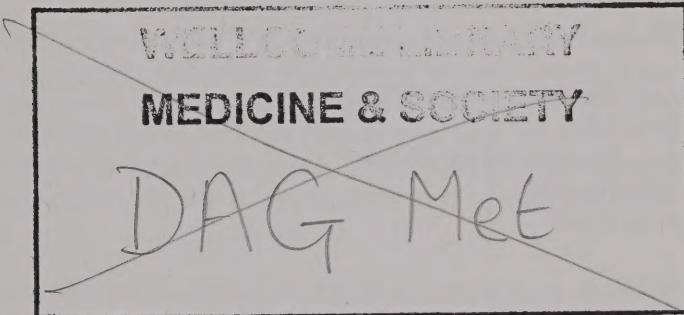
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# Women's Experience of Homophobia and Transphobia Survey Report

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A survey commissioned by the Metropolitan Police Service,  
Diversity and Citizen Focus Directorate

September 2008



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# Foreword

Denise Milani, Director of the Diversity & Citizen Focus Directorate

The Metropolitan Police Service (MPS) is committed to ensuring that it understands and respond to the needs of the people and communities it serves in London. Since the nail bombings in London in April 1999 there has been an increased awareness of the extent of hate crime and those who it affects.

Earlier research conducted on behalf of the Home Office published in 2002 indicated that there was a lower rate of reporting by women experiencing homophobic and transphobic violence compared to men. Therefore this research has focused on the feeling of safety, experience of abuse and violence against Lesbian, Gay, Bisexual and Transgender women.

This ground-breaking research has carried out an in-depth investigation of issues specifically concerning women as well as their experience of violence and abuse perpetrated through bigotry on the grounds of sexual orientation and or gender bias. The research also aims to understand where other aspects of women's lives such as age, race, disability and faith results in them experiencing more abuse and violence than others.

These findings will be used to inform policing and other statutory bodies and to ensure that perpetrators are brought to justice by encouraging women victims of crime to report their experiences of hate crime to the police. The MPS is committed to ensuring a consistent and quality service to all Londoners and that homophobic and transphobic cases are reviewed using similar principles to Hate Crime panels. DCFD will be encouraging colleagues working on borough based policing to ensure homophobic and transphobic crimes are reviewed to these standards.

It is not acceptable that any person in London should experience abuse or violence because of their sexual orientation and gender. This research is set to compliment efforts on the ground, with 200 Met Liaison Officers operating in every borough to build confidence and trust between the lesbian, gay, bisexual and transgender (LGBT) community and the Police. These officers are supported by national police campaigns highlighting hate crime and legislation changes such as incitement to hatred on grounds of sexual orientation.

Deputy Chief Constable Mike Cunningham, Lancashire Constabulary, ACPO Lead for Lesbian, Gay, Bisexual and Transgender issues said:

"We are committed to addressing all types of violence regardless of the sexual orientation or gender of the victim. Projects such as this can only improve our understanding of homophobia and transphobic violence when tackling perpetrators and supporting victims. We encourage anyone experiencing or concerned about homophobia and transphobic violence to report it to the Police."

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# 1 Introduction

## 1.1 Background to the research

The research contained in this report relates to a survey commissioned by the Metropolitan Police Service (MPS) Diversity and Citizen Focus Directorate (DCFD) to investigate women's experience of homophobic and transphobic abuse and violence.

This survey was influenced by earlier research conducted on behalf of the Home Office and published in 2002. The findings showed there is significant differential rate of reporting homophobic violence to the police between men and women<sup>1</sup>. The findings showed that women were up to seven times less likely to report homophobic crime than men, whereas independent research indicated that the incidence of homophobic crime was similar among men and women<sup>2</sup>.

Thus the primary aims of the research were as follows:

- To determine the extent and nature of homophobic crime against women;
- to understand women's feelings of safety and reactions to their fear of abuse;
- to establish the likelihood that homophobic crime against women would be reported to the MPS;
- to explore the experience of those reporting homophobic crime to the MPS;
- to identify the barriers to reporting homophobic crime amongst those who chose not to involve the MPS following a homophobic incident.

## 1.2 Scope of the research

The research was London-based and to be eligible women needed to work in and/or live in and/or regularly socialise in London. The survey was open to lesbian, bisexual, transgender and heterosexual women. The research aimed to include women from all 32 London boroughs. It also aimed to include as broad a range of women as possible in terms of age, gender, social class, disability and ethnicity. Finally, the survey targeted women who were heavily involved in 'the scene' right through to women who were not involved in 'the scene' at all. It also included women who were completely 'out' right through to women who were not 'out' at all. The survey was open both to women who experienced homophobic violence and those who had not.

## 1.3 Research Methodology

The research was undertaken by means of a self-completion questionnaire, a copy of which is appended to this report.

<sup>1</sup> Crime and Prevention, New Approaches, Weisser Ring, 2003, Grounded Crime Prevention: Responding and Understanding Hate Crime, E.Stanko, V.Kielinger and S.Paterson.

<sup>2</sup> 'Policing tiers of violence: Exploring the dynamic between vulnerability and violence through women's experience of homophobic in London' Paper given to the British Society of Criminology, S.Paterson 18th of September,2007

The questionnaire was developed by the MPS DFCD and Stormbreak Research and Consultancy and then refined through an extensive consultation process. The consultation process included a consultation event that was carried out by Stormbreak Research and Consultancy and DCFD in order to ensure that the features such as language were appropriate.

A selection of organisations and individuals were given the opportunity to review and input to the questionnaire content. There was also the opportunity to provide feedback by email, as some individuals or organisations were not able to attend the consultation event.

Following the consultation process the questionnaire was piloted among a sample of approximately 100 respondents to check for understanding and ease of completion. This resulted in some minor adjustments to the terminology used.

The primary method of questionnaire distribution and collection was by means of the Stormbreak fieldforce attending London lesbian and trans commercial venues, main LGBT events such as Pride and non-commercial events such as LGBT student association meetings, meetings of lesbian mothers, lesbian football matches, Queer arts and theatre events and lesbian book group meetings.

Interviewers approached women, introduced themselves using a pre-written script and handed out the survey. This methodology offered three key benefits:

- The respondents were able to complete the questionnaire themselves 'in private', thereby maximising honesty and avoiding any embarrassment or reluctance on the part of the respondent;
- The interviewer was on hand to answer any queries and to collect the questionnaire upon completion, thereby enhancing the accuracy of questionnaire completion and also maximising response rates;
- The interviewer could specifically target the lower incidence sub-groups, for example older lesbians, those from ethnic minorities or those with disabilities to boost the numbers of women from these groups in the final sample.

This approach was supplemented by:

- Promoting the survey via an article in the Pink Paper, which gave any interested women the opportunity to request a questionnaire;
- Networking on behalf of the Stormbreak fieldforce;
- Enlisting the support of organisations to promote the survey.

The report:

In total 1112 respondents participated in the survey. This report details the key findings of the survey, primarily at the total sample level, but also with reference to sub-group differences where these are statistically significant. The key sub-groups examined are age, ethnicity, disability and level of scene activity.

## 2 Key Findings and Recommendations

### 2.1 Extent and nature of hate incidents

- Four out of ten women have experienced one or more homophobic incidents in the past 12 months and just over two thirds have experienced some form of homophobic/ transphobic abuse or assault in their lifetime.
- Those respondents who classified themselves as 'fully out' were significantly more likely to experience homophobic or transphobic abuse or violence.
- Just over four in ten respondents felt that they were not part of the general local community where they live.
- Just under half of the respondents felt that they would change their behaviour or appearance to avoid homophobia or transphobia.
- Those respondents who were either 'not out or partially out', aged between 25-44 years or classified their ethnic grouping as 'black' were significantly more likely to change their behaviour than other groups.
- Just under two thirds of respondents felt that the incident(s) they had experienced had impacted upon them at least in the short term. Those in the 'under 35 years' age bracket were significantly less likely to feel that the incidents affected them.
- Just under one third felt the incident(s) had a long term impact upon them and stated that this resulted in an increase in them feeling unsafe, isolated, trapped and in hiding their sexual orientation.
- Almost two thirds of respondents thought they had experienced a negative reaction directed at them because they were LGBT.
- Additionally just under half of the respondents thought that their friends had experienced incidents because of the respondent's sexual orientation or gender status.

The nature of the crime experienced varied widely. Verbal abuse or assault was the most commonly experienced form of abuse both experienced in their lifetime or in the last year. Also just under a half of respondents experienced some form of threats or intimidation and one third experienced physical violence and assaults in their lifetime. A notable proportion of women had experienced serious crimes such as physical assaults, grievous bodily harm, sexual assaults, rape and attempted murder.

A sizeable proportion of respondents reported that abusive or derogatory language was used towards them during the incident(s). Also, weapons had been used against more than one tenth of incidents experienced. Around one fifth had experienced repeated incidents over a period of time, perpetrated by the same person/ people and those aged 16-24 were significantly more likely to be a repeat victim. Two thirds of homophobic or transphobic incidents were perpetrated by two or more people.

## **2.2 Feelings of safety from homophobic or transphobic victimisation**

- Feelings of safety were highest in socialising venues.
- The age group who felt least safe were those respondents aged between 25-45 years.
- Younger women, those aged between 16-24 years, were more likely to feel 'very safe' across almost all of the situations probed.
- Women tended to feel safer in their local area than they did in other public spaces.
- Feelings of safety at work were generally quite high and almost half felt very safe while at work.
- Most notably, just under half did not feel safe when using public transport.
- Approximately one quarter of those attending school/ college did not feel safe while there.
- Respondents from ethnic minorities felt significantly less safe at work or in school/ college than white respondents.
- Those respondents who were either lightly involved in the scene or non-scene felt less safe than other respondents who were actively involved in the scene.

## **2.3 Characteristics of incidents reported to the police and other agencies**

- Just under one fifth of those experiencing homophobic or transphobic incidents had reported one or more of these incidents to the police.
- Over a third of the incidents reported took place in either the morning or afternoon. Just under half of the incidents took place in the evening and only one fifth of incidents took place during the night (12am-6pm).
- A third of incidents (33%) took place either 'in the street' or 'in another public place'.
- Just under a quarter took place 'near or in' respondents' homes.
- One in ten incidents took place 'at/ around a straight pub/ club' whereas just under one in ten incidents took place 'at a lesbian/ gay/ trans-friendly pub'.
- Just under one in ten took place on public transport.
- Only one in twenty incidents took place at work.
- In two thirds of the incidents the perpetrator was unknown to the victim. However, one quarter of the incidents was perpetrated by someone who the victim knew.

Three quarters of respondents contacted the police themselves. When comparing all incidents experienced with those reported to the police there are several categories of crime significantly less likely to be reported than others, these being: verbal abuse/harassment, blackmail, mugging, rape and other sexual violence. Conversely, respondents were most likely to report physical assaults.

The main reasons given for non-reporting were that the crime was insufficiently serious to warrant it and a belief that the police would take no action even if the incident was reported. However, additional reasons given for non-reporting did indicate there was a lack of trust in the response of the police, a fear of revenge and the visibility associated with reporting an incident to the police.

## 2.4 Quality of service

- Overall, less than half of the respondents said they were satisfied with the service they received from the police. One third were dissatisfied.
- The majority of those who contacted the police did tell the police that the incident was homophobic or transphobic in nature.
- Two thirds felt they would have felt more comfortable talking to an LGBT officer and approximately half felt they would have been more comfortable seeking support from an LGBT organisation.
- Just under half of those who decided to tell the police officer that the incident was homophobic found that the officer was supportive.
- Two thirds of those who decided to tell the police officer that the incident was homophobic felt that the police treated them with respect.
- In more than one third of the cases the police officer did not make the victim feel comfortable about mentioning the incident was homophobic or transphobic in nature.
- Over half of the cases it was felt that the investigating police officer did not ask the right questions to establish if the incident was homophobic.
- Under a third felt that the police kept them adequately informed of the investigation and said that they had been provided with information about support organisation.
- Four out of ten cases reported to the police resulted in no action being taken. One fifth of victims did not know what action had been taken as the police did not follow-up.
- One in ten cases resulted in a charge and one in six cases resulted in a caution.
- Just under half of the women respondents chose to report a non-homophobic crime, whereas one in five women reported a homophobic crime, indicating that where a crime is homophobic/ transphobic this is a significant barrier to reporting it.

## 2.5 Recommendations

R1	The CJS, local authorities, public transport, other statutory bodies and NGO's should ensure that multi agency strategies are adopted to encourage women to report homophobia or transphobia (including families and friends experiencing this type of crime). This should include information on how to report and what level of service they should expect.
R2	The CJS should ensure that all levels of staff who come into contact with victims have a developed understanding of women's experience of homophobia or transphobia in order to effectively identify such a crime.
R3	The CJS should ensure that all levels of staff are effective in communicating with the victim during the investigation and ensure timely follow up takes place.
R4	The CJS should work together to ensure there is consistency of investigation and an increase in offenders who are brought to justice.
R5	All statutory bodies such as public transport, health services, local authorities and NGO's should undertake, in partnership with LGBT organisations, a widespread campaign against intolerance of perpetrators of homophobia or transphobia against women or their family and friends.
R6	Engagement by the CJS should take place with communities who may experience compound discrimination. This should include LGBT women from diverse communities, in particular young women, BME and faith communities.
R7	The CJS should adopt strategies to ensure that during the investigation or subsequent court process victims are not made more vulnerable through increased visibility.
R8	Local Authorities and Safer Neighbourhoods Teams should ensure that LGBT women are represented and included in community activity.
R9	Provision and referral to support services should be made for victims of homophobia or transphobia.
R10	CJS should develop strategies for arresting and prosecuting offenders who intimidate and abuse LGBT women on the grounds of hate speech <sup>3</sup> .
R11	Agencies with a specialist sexual assault remit such as PCT's, Haven's or gender units should ensure that LGBT women are included as part of their target group.
R12	All CJS and agencies should be able to monitor service delivery and employment practices by both sexual orientation and gender.

<sup>3</sup> Homophobia and discrimination on the grounds of sexual orientation in the EU members states, part 1 - legal analysis, Olivier De Schutter, 2008

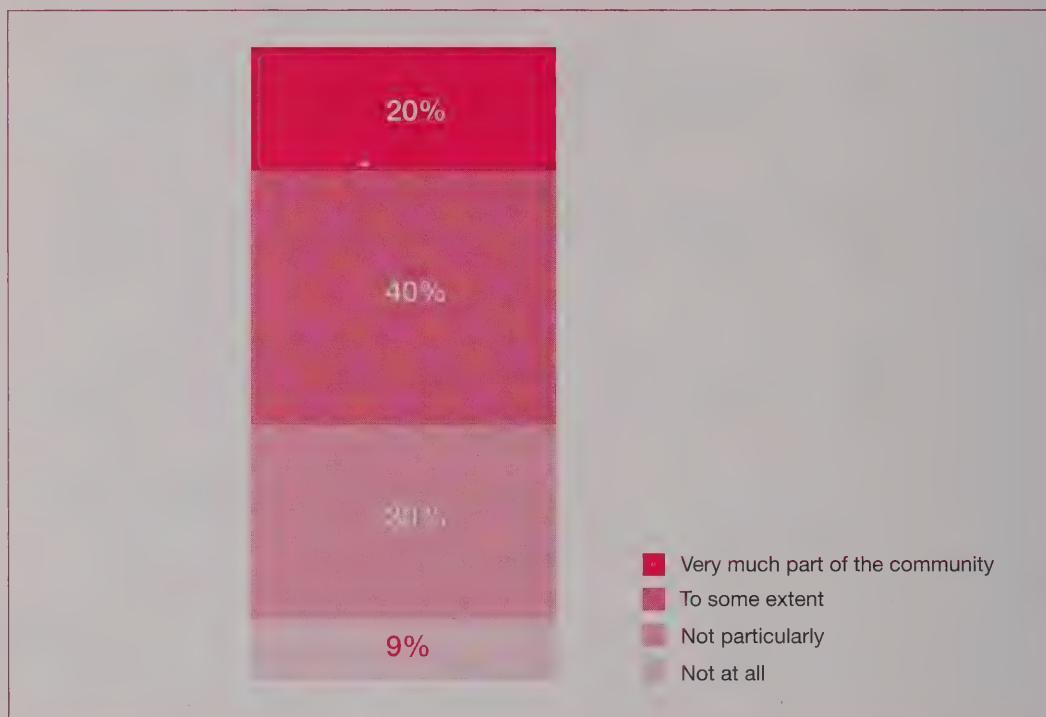
## **Recommendations for policing the MPS**

<b>R13</b>	To ensure that the overall quality of service is consistent and equitable. National and local policing standards bodies such as the HMIC, LCJB, GLA and the Home Office should closely scrutinize criminal justice service providers in this area.
<b>R14</b>	The MPS should actively engage with local authorities, educational bodies and other agencies including LGBT voluntary organisations to ensure information sharing and third party reporting takes place.
<b>R15</b>	To ensure consistency of investigation the MPS should adopt a similar approach to investigating Domestic Violence where officers use the book 124D to direct them through the investigative process.
<b>R16</b>	A performance needs analysis should be carried out focussing on LGBT women to ensure that the MPS understand what improvements can be made to the services of both TP boroughs such as TOCU and other business groups.
<b>R17</b>	To ensure the overall quality of service is consistent and equitable across the MPS homophobic and transphobic cases should be reviewed using similar approaches to Hate Crime panels.
<b>R18</b>	The MPS should monitor service delivery from the first response through to the follow up process.

### 3 Experience of Homophobic/ Transphobic Incidents

#### 3.1 Feeling Part of the General Local Community

Women were asked to state the extent to which they felt part of the local community in the area where they lived. As illustrated below, this varied with more than half feeling part of their local community at least to some extent.



**Question 1 Do you feel a part of the general local community in the area where you live? Base: All, 1095**

Those respondents who had never experienced a homophobic incident were more likely to feel 'very much part of the community' while those who had experienced multiple incidents were more likely to feel 'not at all' part of the community<sup>4</sup>. Previous experience of non-homophobic or transphobic crime did not have an impact on the extent to which women felt part of the local community.

### 3.2 General Feelings of Safety from Homophobic/ Transphobic Incidents

Women were asked to describe how safe they felt from homophobic/ transphobic incidents across a range of environments. It is notable that the majority of women felt 'quite safe' and only a relatively small proportion of women felt 'not safe at all' in any of the situations probed.



**Question 3 How safe do you feel from homophobic/transphobic incidents being directed against you? Base: Those answering; 1077, 1067, 1037, 993, 560, 1031, 1042.**

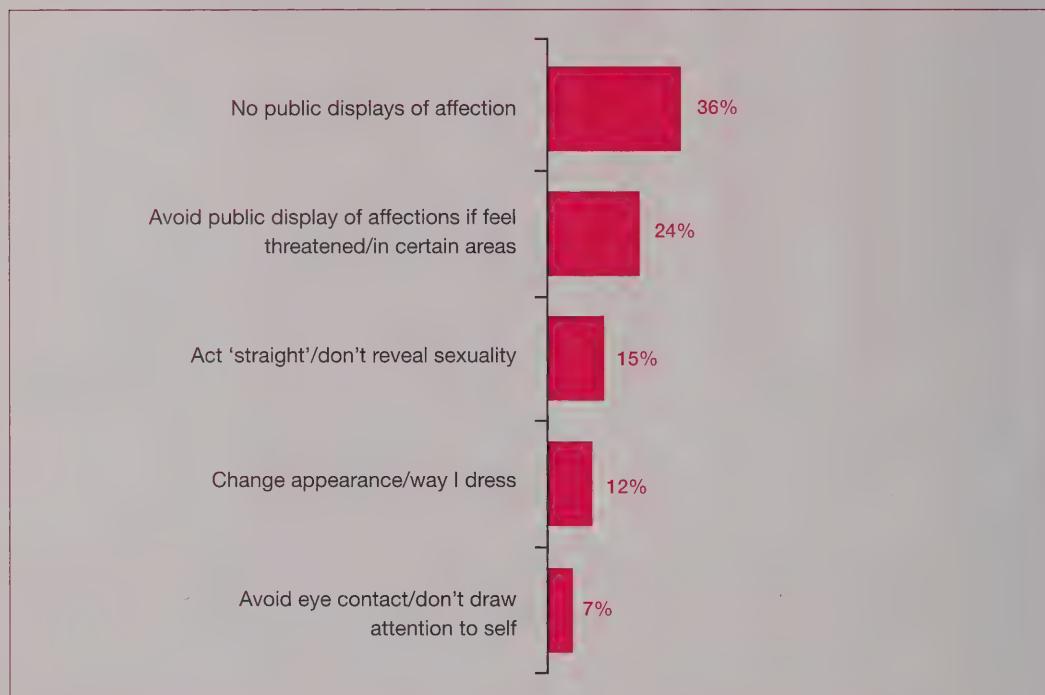
More specifically, feelings of safety at work were generally quite high and indeed almost half (48%) felt very safe while at work; however just under one in five respondents (17%), did not feel safe at work. Feelings of safety were highest in socialising venues and women tended to feel safer in their local area than they did in other public spaces. Most notably just under half (48%) did not feel safe when using public transport. Also, approximately one quarter (26%) of those attending school/college did not feel safe while there.

Younger women, those aged between 16-24 years, were more likely to feel 'very safe' across almost all of the situations probed. Conversely older women, those aged from 45+ years, felt 'very safe' in the following situations; 'in and near my home', 'in my neighbourhood' and 'on public transport'. The age group who felt least safe were those respondents aged between 25-45 years.

Findings show that those respondents who have experienced homophobic/ transphobic incidents are also significantly more likely to feel less safe in all situations probed, compared to those respondents who have not.

Those respondents who were either light or non-scene felt less safe than other respondents who were actively involved the scene. Also, respondents from ethnic minorities felt significantly less safe at work or in school/ college than white respondents.

Just under half (48%) said they changed their behaviour/ appearance to avoid potential homophobic incidents. Similar to the responses for different age groups on the safety question above, women in the 25-44 years age bracket were more likely to change their appearance or behaviour than other age groups. Those who described themselves as Black or Black/ British or those from 'Other ethnic groups' were more likely to change their appearance or behaviour than white respondents.

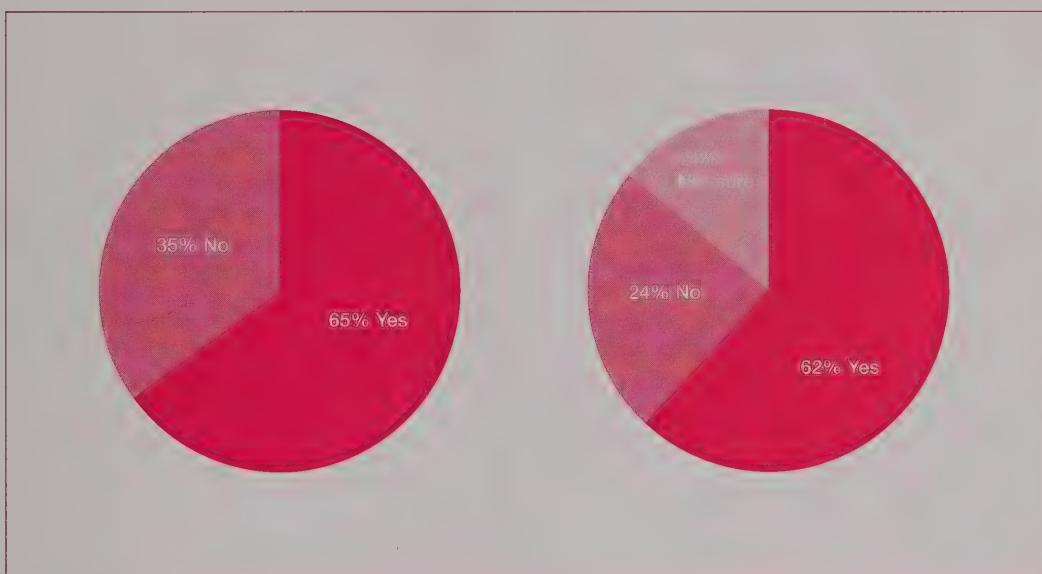


**Question 4 How do you change your behaviour and/or appearance to avoid homophobic/transphobic incidents? Base: All who change behaviour/ appearance - 455.**

As with feelings of safety the groups who were more likely to change their appearance or behaviour were those respondents who were only 'partially out' and those who were 'non-scene' compared to respondents who are actively involved in the scene. Thus, it appears that those groups who feel less safe from attack are also more likely to change their appearance and behaviour to avoid attack.

### 3.3 Types of Homophobic/Transphobic Incident Ever Experienced

Approximately two thirds (65%) had ever experienced an incident or incidents that they felt was homophobic or transphobic in nature. Similarly, 62% felt they had experienced general negative reactions against them because they were lesbian/gay, bisexual or transsexual, as the graphs below illustrate.

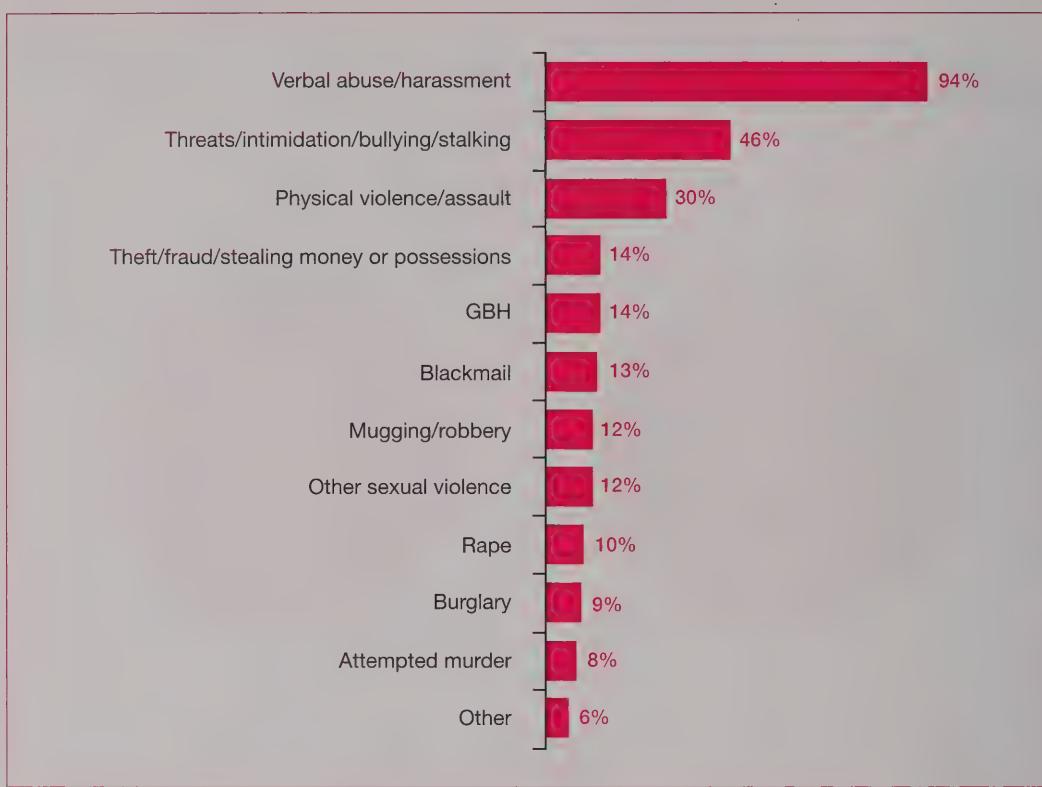


**Question 5a Have you ever experienced an incident that you felt was homophobic or transphobic? Base: All, 1087.**

**Question 5b Have you ever experienced general negative reaction directed against you that you felt was because you are a lesbian/gay, bi or trans person? Base: All, 1027.**

Those aged 35 years or over were more likely to have ever experienced a homophobic incident, as were those who were fully 'out'. Those who were fully 'out' were also more likely to feel they had experienced general negative reactions against them as a response to their sexuality.

The graph below details the types of homophobic/transphobic incidents ever experienced.



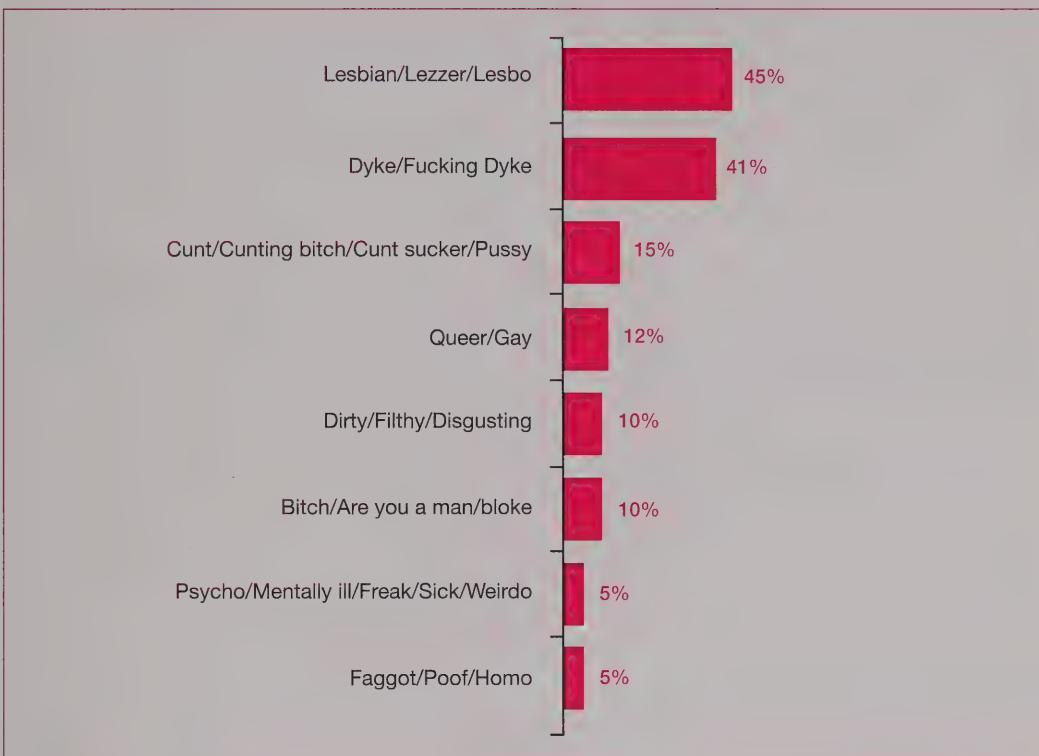
**Question 7 Which types of homophobic/transphobic incidents have you ever experienced?** Base: All experiencing homophobic/transphobic incident, ever - 668.

Almost all respondents (94%) who had ever experienced homophobic incidents had been verbally abused or harassed. Almost half of the respondents (46%) had also experienced some form of bullying/ threatening behaviour.

A sizeable proportion had experienced homophobic incidents involving physical violence. Approximately, one third (30%) reported experiencing physical violence/ assault, one in seven (14%) experienced grievous bodily harm, one in eight (12%) had experienced other sexual violence and one in ten (10%) had experienced rape. Finally, one in twelve (8%) of the respondents reported attempted murder.

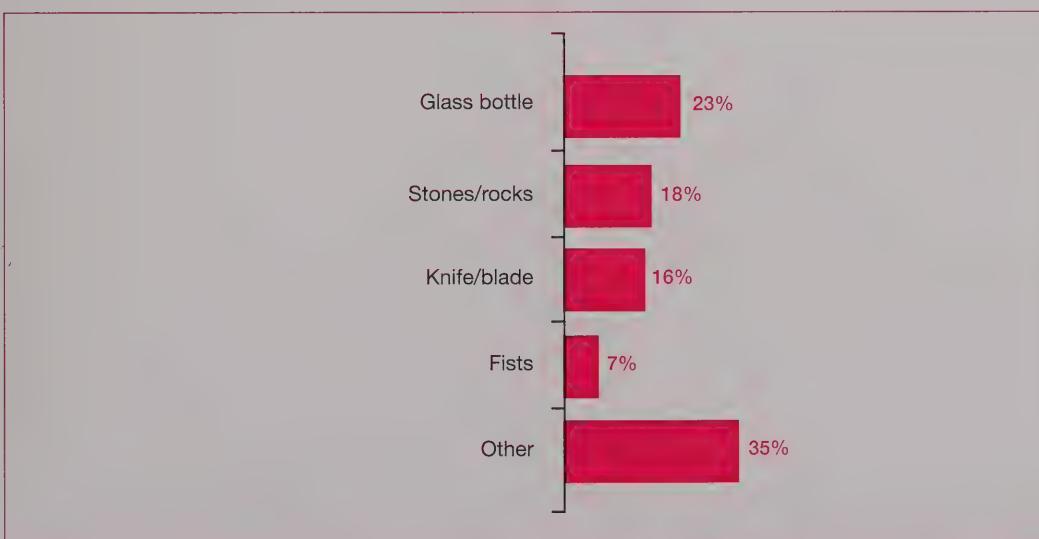
Despite their generally higher feelings of safety, those in the 16-24 years age group were significantly more likely than those aged 35+ to report having been the victim of serious crime such as: grievous bodily harm, attempted murder, rape, and other sexual violence, theft/fraud, mugging, burglary and blackmail.

Women cited the following when asked to describe the types of language used against them during these homophobic/ transphobic incidents:



**Question 15 Please describe the types of words that have been used towards you during any of the homophobic/transphobic incidents you have described.** Base: All experiencing homophobic/transphobic incident, ever - 538.

Women also listed the following when asked to describe the weapons or objects used against them during the homophobic/ transphobic incidents:



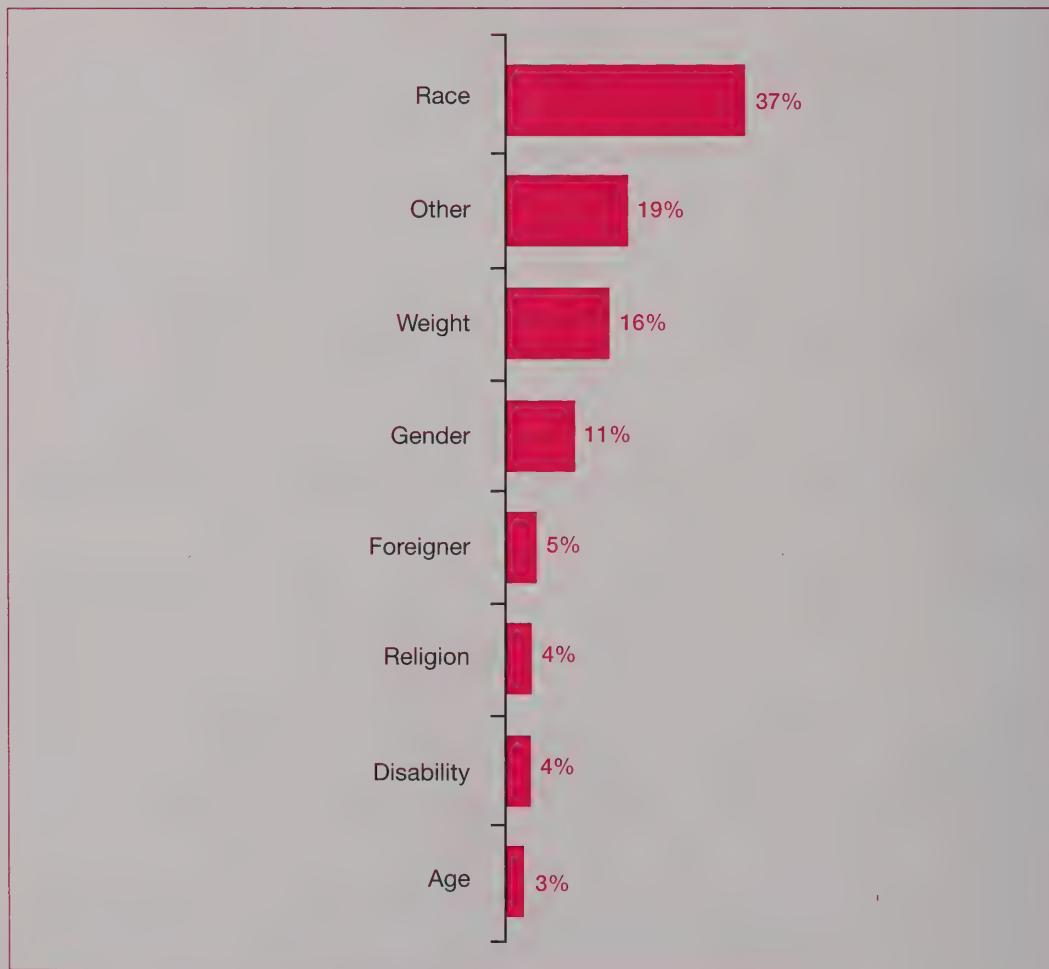
**Question 17 Please record the weapons or objects ever been used against you.** Base: All where weapons or objects used - 120.

Most commonly a glass bottle, stones/ rocks or a knife/ blade were used. Those in the 16-24 years age bracket were significantly more likely to report having a weapon used in the assault against them.

Furthermore, one fifth (19%) had experienced repeated incidents over a period of time, perpetrated by the same person/people. Those aged 16-24 years and those aged 45+ were significantly more likely to have been repeatedly abused/assaulted by the same person.

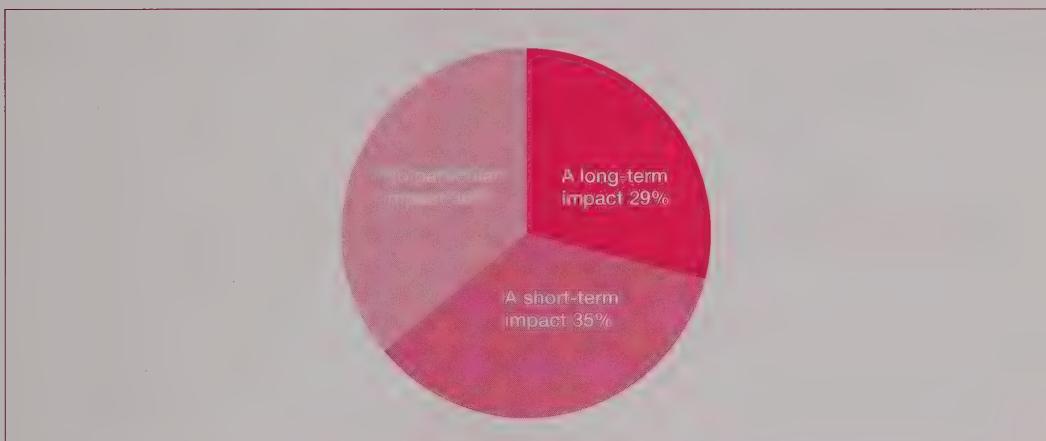
Of those who experienced repeated incidents, 15% felt that these experiences also involved other reasons for the abuse. Just under half (46%) of those felt that the homophobic incident involved issue of race. Surprisingly just under one fifth (18%) felt it was due to issues related to weight and one eighth felt it was also related to their gender. A small proportion felt it was directed towards them because of either their religion or disability.

Women were also asked what reasons there might have been other than homophobia/transphobia for the abuse being directed at them:



**Question 18c What were the reasons, other than homophobia/transphobia, for abuse being directed at you? Base: All who experienced homophobic/transphobic incidents that also involved other reasons for abuse - 73.**

Just under two thirds (64%) of those experiencing homophobic abuse reported that the incident(s) they had experienced had impacted upon them at least in the short term and just under one third (29%) felt the incident(s) had had a long term impact upon them. Those in the 'under 35 years' age bracket were significantly less likely to feel that the incidents they had experienced had affected them.

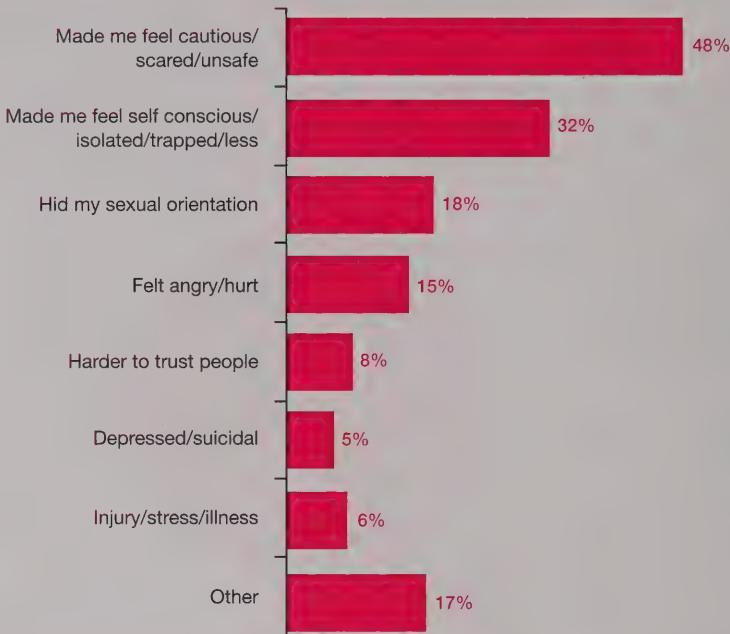


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**Question 19 What kind of impact have homophobic/transphobic incidents you have experienced had on you? Base: All experiencing homophobic/transphobic incident, 664.**

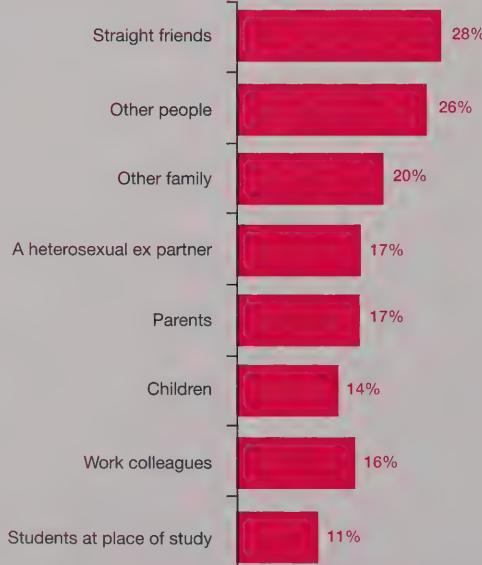
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When asked what kind of impact the incidents experienced had had on them, many of the women reported an increase in feeling fearful and/ or increased feelings of being isolated or trapped. Around one fifth began to hide their sexuality in response to the homophobia/transphobia. A small proportion felt depressed and/ or suicidal as a result of the incident.



**Question 20 In what ways have homophobic/transphobic incidents you have experienced affected you? Base: All where incident had impact, 395.**

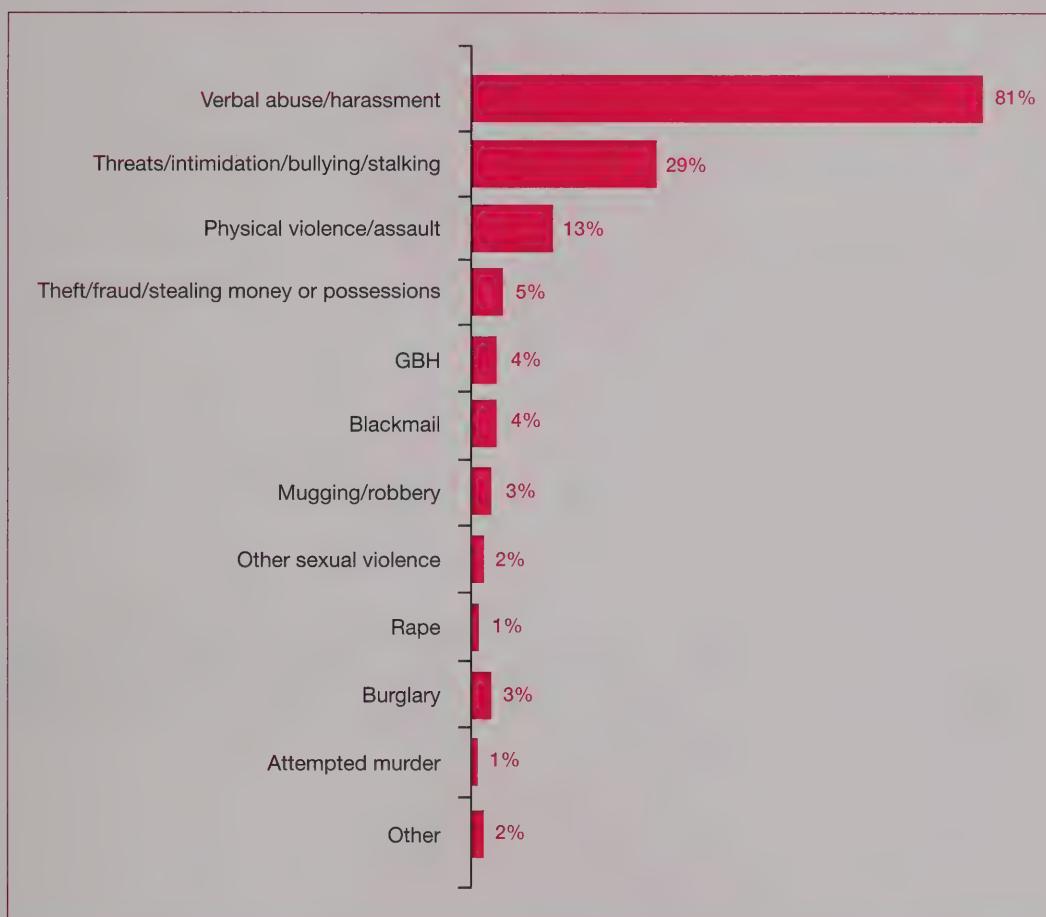
Approximately 40% reported that other people had experienced incidents due to their connection to them as a lesbian/gay, bisexual or transgender person; this included friends, family, work colleagues, other students and children, as the table below shows.



**Question 6 Have any of your friends, relatives or other people you know experienced incidents due to their connection with you as a lesbian/gay, bi or trans person? Base: All aware of people who had experienced homophobic/transphobic incident as result of association with them, 407.**

### 3.4 Incidents Experienced in last 12 months

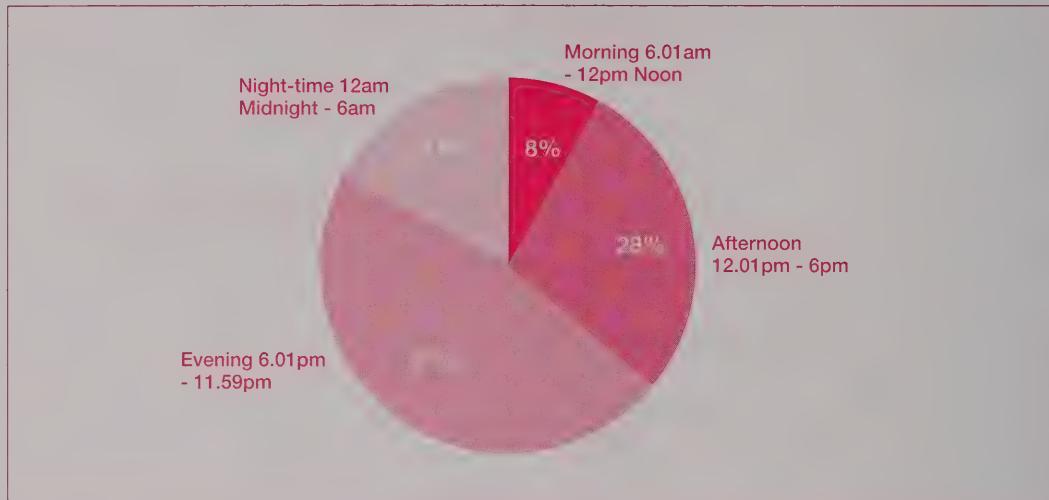
Just over one third (37%) recorded as having experienced some type of homophobic/transphobic incident in the last 12 months and the nature of these is detailed below. Those in the '45+ years' age bracket were significantly less likely than younger women to have experienced any incidents in the last 12 months. Also, those who were only lightly involved in the 'scene', visiting lesbian friendly venues 2-4 times annually, were significantly less likely to have experienced physical violence or assault in the last 12 months than those more active on 'the scene'.



**Question 7 Which types of homophobic/transphobic incidents have you experienced in the last 12 months?** Base: All experiencing homophobic/transphobic incident in last 12 months - 398.

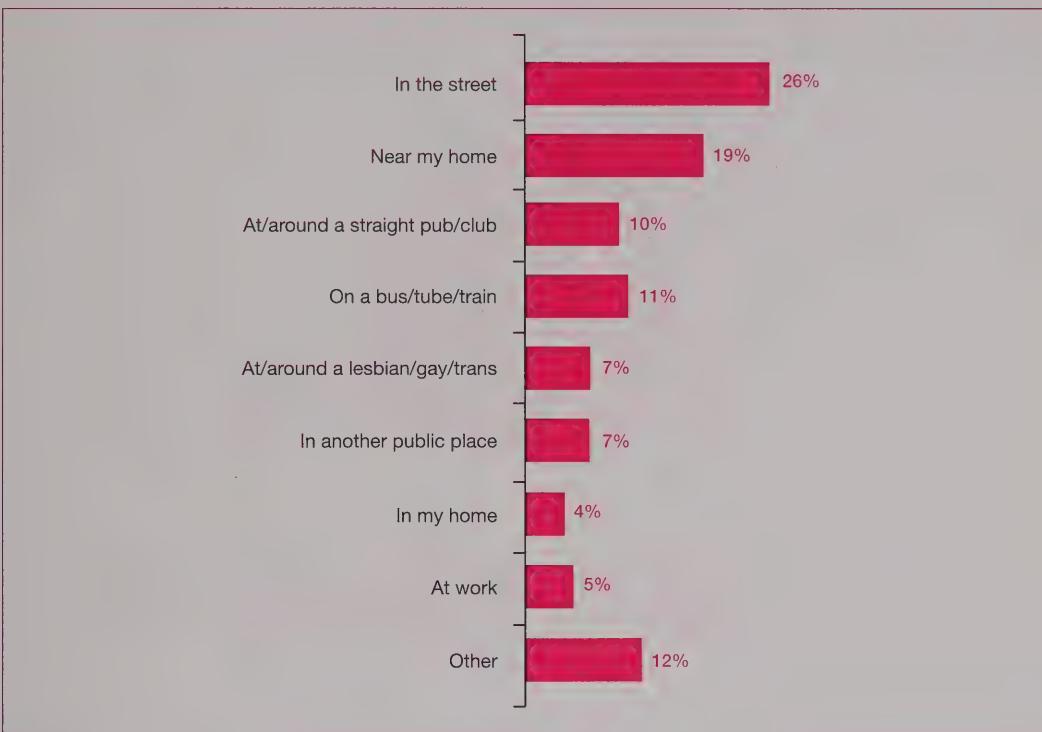
### 3.5 Details of last Homophobic/Transphobic Incident Experienced

Approximately half of all incidents (47%) took place in the evening. Just over one quarter (28%) took place in the afternoon and just under one in five (17%) took place between midnight and midday.



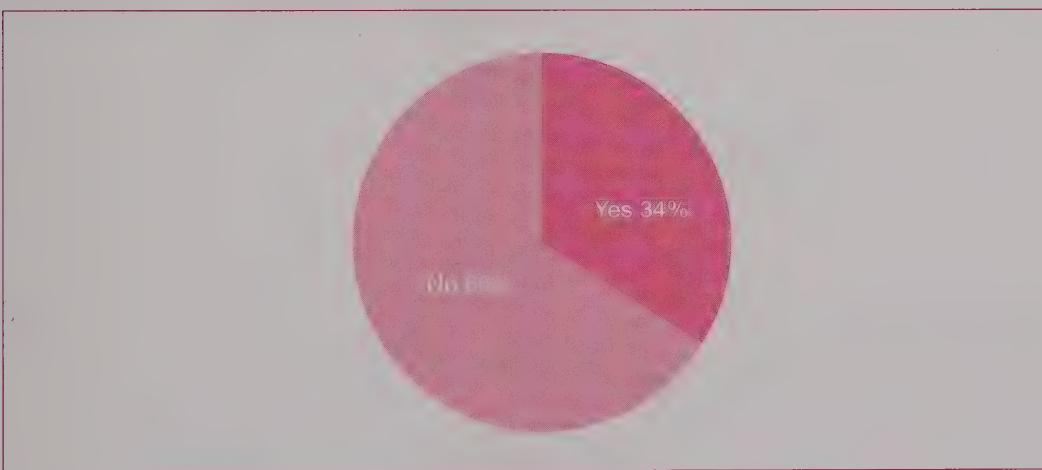
**Question 10 At approximately what time of the day did the last homophobic/transphobic incident you experienced occur?** Base: All experiencing homophobic/transphobic incident, 650.

A third of incidents (33%) took place either 'in the street' or 'in another public place'. Just under a quarter (23%) took place 'near or in my home'. One in ten (10%) incidents took place 'At/ around a straight pub/ club'. Just under one in ten incidents took place on public transport or a lesbian/ gay/ trans-friendly pub or club (8% and 7% respectively). Finally, only one in twenty incidents took place at work.



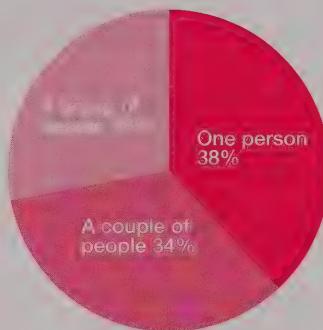
**Question 11 Where did the last incident occur?** Base: All experiencing homophobic/transphobic incident, 659.

Just over one third (34%) reported being alone at the time of their last experience of homophobic/ transphobic abuse.



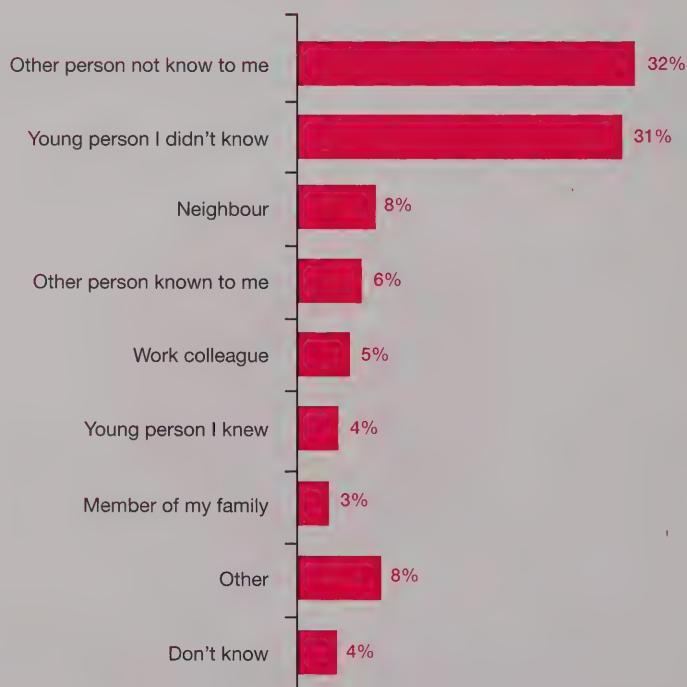
**Question 13 Were you on your own when the last homophobic/transphobic incident against you happened?** Base: All experiencing homophobic/ transphobic incident, 625.

Homophobic/ transphobic incidents were more commonly perpetrated by two or more people (62%) however over a third (38%) of incidents were also carried out by one perpetrator.



**Question 14 Was the incident against you carried out by one person, a couple of people or a group of people?** Base: All experiencing homophobic/transphobic incident, 662.

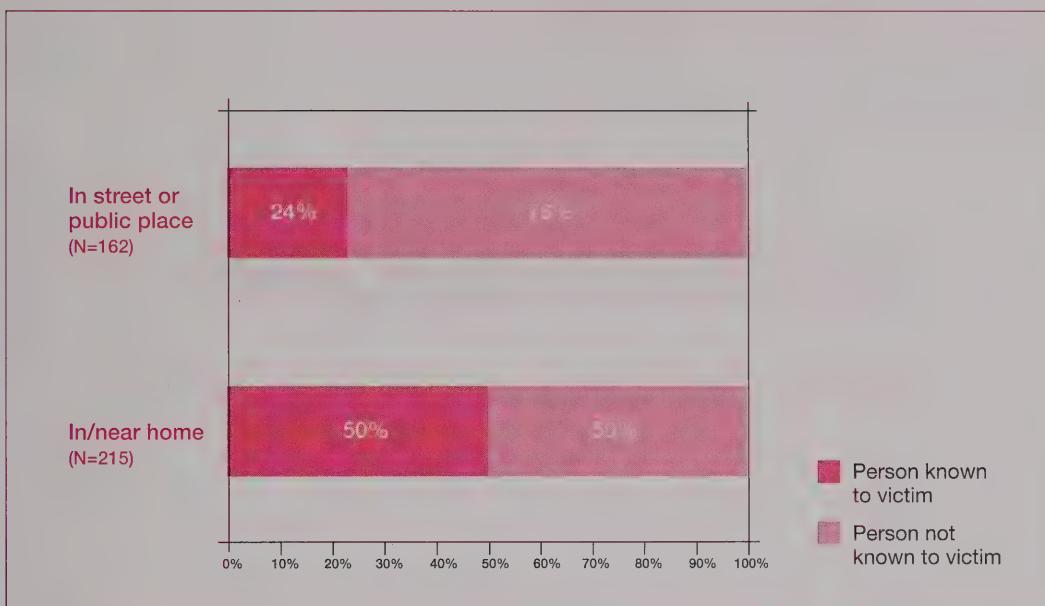
In approximately two thirds (63%) of the incidents the perpetrator(s) of the homophobic/transphobic incident was unknown to the person suffering the abusive incident, as the table below illustrates. However one quarter of the incident was perpetrated by someone whom the victims knew and, of these, just under one in ten incidents involved neighbours of the victim.



**Question 12 Who committed the last homophobic/transphobic incident against you?** Base: All experiencing homophobic/transphobic incident, 732.

Those in the 16-24 years and those in the 45+ age brackets were more likely to report having been abused/assaulted by a neighbour.

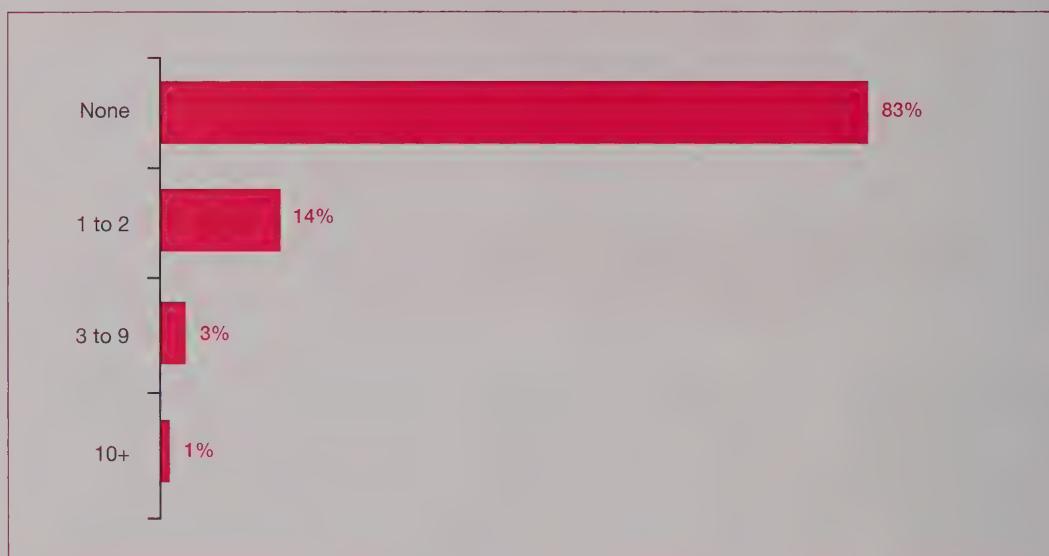
As the table below illustrates, those experiencing homophobic/ transphobic incidents in or near their home were much more likely to know the perpetrator of the abuse/ assault.



Thus a picture emerges where the majority of the homophobic/ transphobic crime that occurs in 'public' spaces is carried out by perpetrators unknown to the victims. However, half of lesbian/ gay, bisexual and transgender women victims are being subjected to personal attack by people known to them in places such as home or in their local neighbourhood and at work. Looking more closely at the relationship of the perpetrators of these attacks a quarter (25%) were carried out by neighbours. However, over a third (34%) of the perpetrators were described as 'young person(s) I did not know'.

## 4 Reporting Homophobic and Transphobic Incidents to the Police

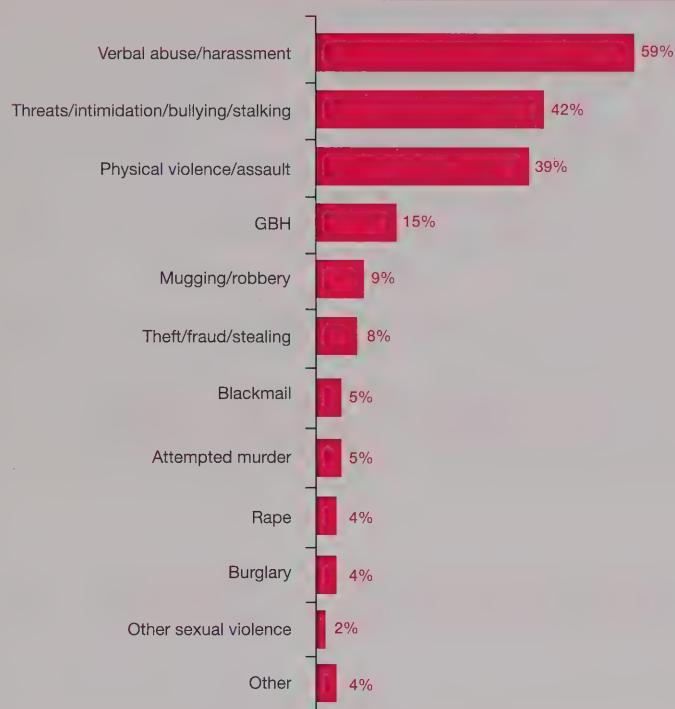
Just under one fifth (17%) of those experiencing homophobic or transphobic incidents had reported one or more of these incidents to the police, as the table below shows. Given the reported incidences of serious crime experienced (GBH, rape, attempted murder, etc.), this level of reporting does seem very low.



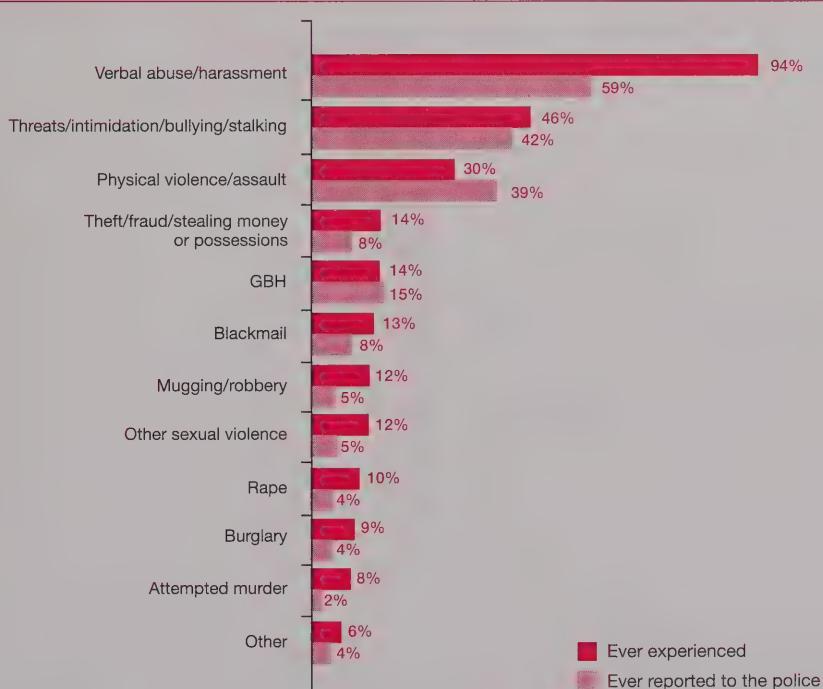
**Question 21** On how many occasions, if any, have you reported incidents to the police you have experienced that you felt were homophobic/transphobic? Base: All experiencing homophobic/transphobic incident, 680.

### 4.1 Nature of homophobic/transphobic incidents that were reported to the police

Again the most commonly experienced forms of abuse that were reported to the police were verbal abuse/ harassment, threats/ intimidation and physical violence/ assault, as the table below shows.



**Question 22 Which types of homophobic or transphobic incident have you ever reported to the police?** Base: All experiencing homophobic/transphobic incident to police 113.



**Question 7 and 22 Which types of homophobic/transphobic incidents have you ever experienced and which incidents have you reported to the police?** Base: All experiencing homophobic/transphobic incident, ever - 668, 113.

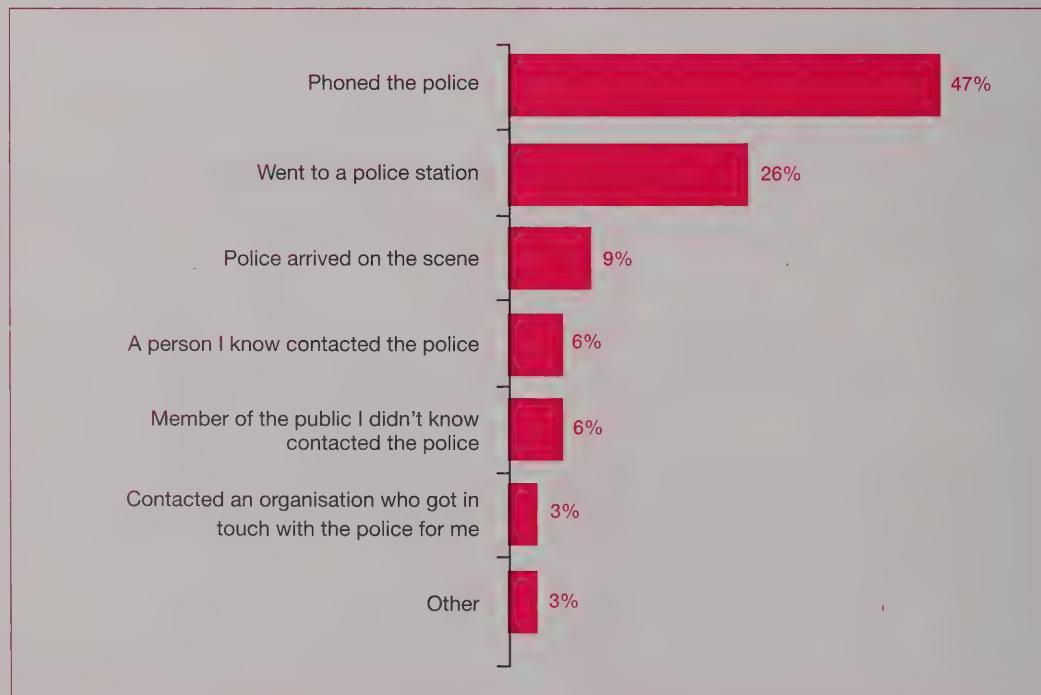
When comparing all incidences experienced with those reported to the police it appears that there are several categories of crime significantly less likely to be reported than others, these being: verbal abuse/ harassment, blackmail, mugging, rape and other sexual violence.

The category 'verbal abuse/ harassment' was significantly less likely to be reported to the police, the proportion changed from 94% to 59%. Also, the categories 'mugging' and 'attempted murder' were significantly less likely to be reported to the police. Conversely, the proportion of 'physical violence/ assault' experienced and then reported to the police increased from 30% to 39%, which is a significant difference.

However, the most worrying difference in reporting was the crime categories 'other sexual violence' and 'rape', where the proportions experienced compared to reported changed from 12% to 2% and 8% to 2% respectively. It would appear that underreporting of crimes by victims to the police means that homophobic violence where sexual violence or rape was involved are not being dealt with by the criminal justice system and therefore perpetrators of serious/sexual violence are also not being brought to justice.

## 4.2 Reporting the Incident to the Police

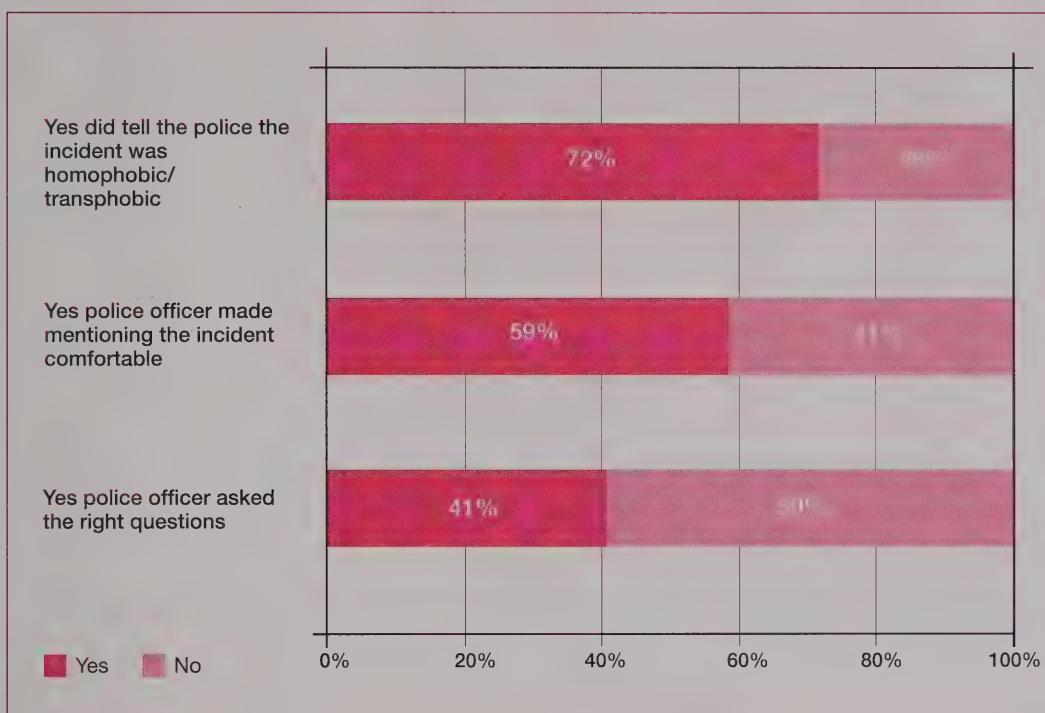
In the majority of cases (74%) the person experiencing the homophobic incident contacted the police themselves, either by phone or by going to a police station. In a relatively small proportion of cases the police were contacted by someone else, either a person known to the victim or a member of the public.



**Question 23 How contact was first established with the police.** Base: All ever reported homophobic/transphobic incident to police, 108.

### 4.3 Revealing the Homophobic/Transphobic Nature of the Incident

The majority of respondents did decide to tell the police that the incident was homophobic in nature. However in more than one third (41%) of cases the police officer did not make the victim feel comfortable about mentioning that the incident was homophobic/ transphobic in nature. And in over half (59%) of all cases it was felt that the police officer did not ask the right questions to establish if the incident was homophobic/ transphobic.

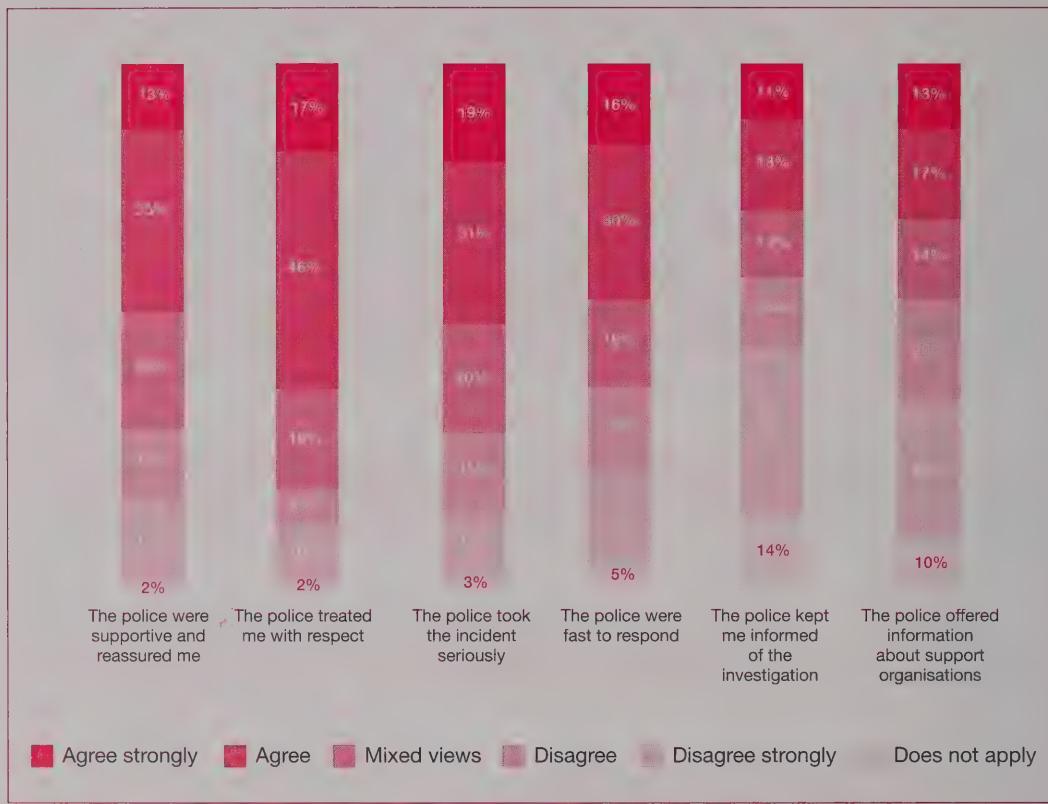


**Question 24** Did you tell the police the incident was homophobic/transphobic?

**Question 25** Did the police officer make you feel 'comfortable' about mentioning the incident was homophobic/transphobic?

**Question 26** Did the police officer ask the right questions to establish if the incident was homophobic/transphobic? Base: All ever reported homophobic/transphobic incident to police, question 24 - 113, question 25 - 109, question 26 - 111.

Respondents were then asked to state whether they agreed or disagreed with a number of statements relating to the treatment they received by the police.



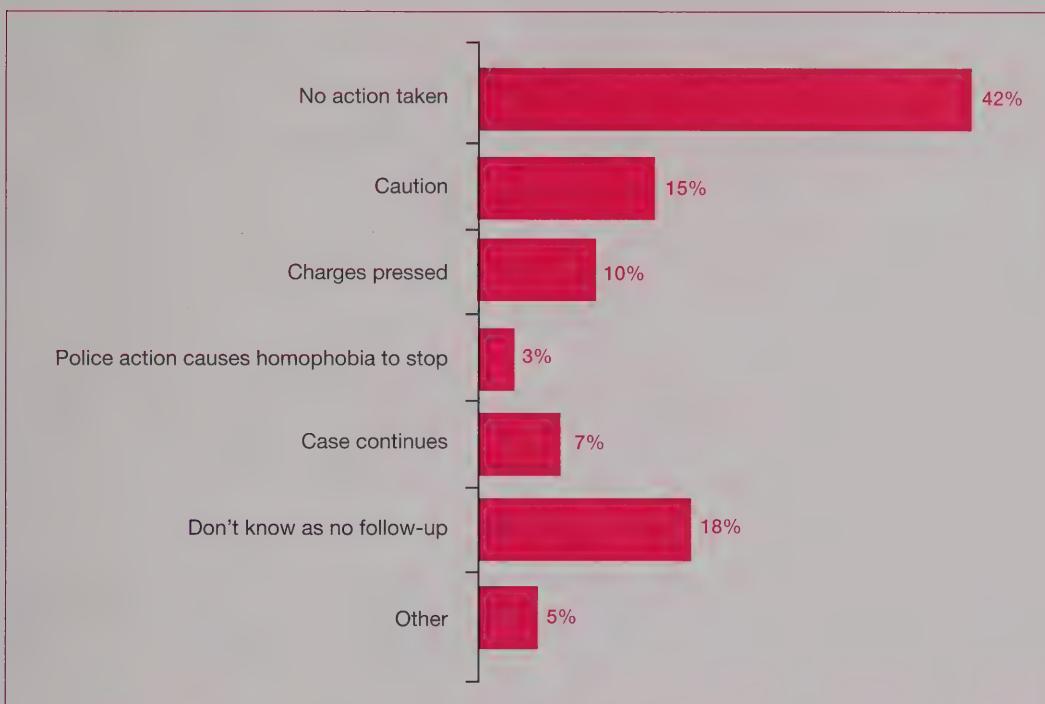
**Question 36 For the following statements, indicate your level of agreement or disagreement, commenting on the last incident you reported.** Base: All ever reported homophobic/transphobic incident to police, 106.

Just under half (48%) of those who decided to tell the police officer that the incident was homophobic found that the officer was supportive. However approximately one third 29% of women said this was not the case and they found the officer to be unsupportive. Also, one in five (22%) had mixed views. Nearly two thirds (63%) of those who decided to tell the police officer did feel that the police treated them with respect.

While half of those reporting an incident (50%) felt that the police took the homophobic incident seriously, over one quarter (27%) did not feel it was taken seriously. Only 29% felt that the police kept them adequately informed of the investigation and one third (30%) said that they had been provided with information about support organisations.

#### 4.4 Action Taken by the Police

In the majority of cases where an incident was reported to the police, either no action was taken (42%) or the victim did not know what action had been taken as the police did not follow-up (18%). However, in over one third of cases (35%), some form of action was taken, as the graph below illustrates.



**Question 33 What kind of action was taken by the police on the last occasion you reported a homophobic/transphobic incident?** Base: All ever reported homophobic/transphobic incident to police, 108.

#### 4.5 Overall Satisfaction with Service Provided by Police

When asked, overall, how satisfied respondents were with the service provided by the police on the last occasion they reported an incident just under half (45%) said that they had been satisfied with the service provided and over one third (36%) reported being dissatisfied, as the graph illustrates.



**Question 37** Taking everything into account, are you satisfied, dissatisfied or neither with the service provided by the police on the last occasion when you reported a homophobic/transphobic incident to them? Base: All ever reported homophobic/transphobic incident to police, 109.

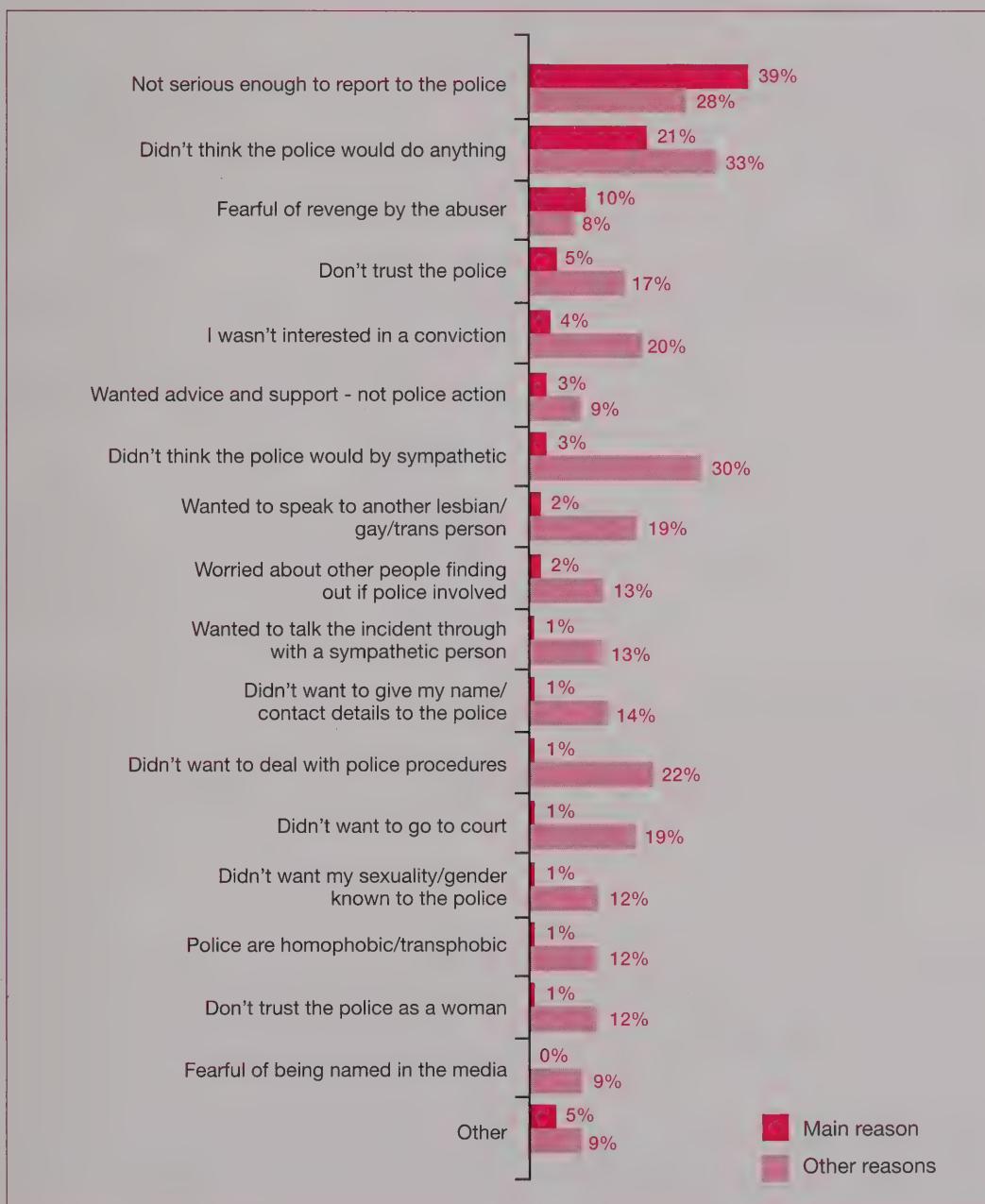
Almost two thirds (65%) of those who had reported an incident to the police felt they would have been more comfortable reporting the incident to an LGBT liaison officer and half (50%) felt they would have been more comfortable reporting it to an LGBT organisation.



**Question 27** Would you have felt more comfortable reporting the incident to an LGBT liaison officer? **Question 28** Would you have felt more comfortable reporting the incident to an LGBT organisation instead of the police? Base: All ever reported homophobic/transphobic incident to police, question 27 - 112, question 28 - 107.

## 5 Barriers to Reporting Homophobic/Transphobic Incidents to the Police

Just over four fifths of those experiencing a homophobic/transphobic incident(s) chose not to report this to the police. The reasons given for this were many and varied as the graph below illustrates.



**Question 38 What were your reasons for deciding not to report one or more of the homophobic/transphobic incidents you have experienced to the police? Base: Main reason - 505, Other reasons - 275.**

The main reason (39%) for non-reporting given was that the incident was not viewed as serious enough to report to the police; given the high incidence of verbal abuse, this is perhaps not unexpected.

However, just over one fifth (21%) of women gave their main reason for not reporting the homophobic/transphobic incident as their belief that the police would not take any action and a further one third (33%) of women gave this as a secondary reason for not approaching the police. One in ten of the respondents said their main reason for non-reporting was they were fearful of revenge. One third of respondents (30%) said that other reasons for not reporting were that they did not believe they would get a sympathetic response from the police.

Looking at the additional reasons for non-reporting many of the responses given do indicate issues of suspicion and mistrust in relation to the police; 17% explicitly stated that they did not trust the police, 14% said they did not want to give their details to the police and 12% said they didn't trust the police as a woman. A sizeable proportion did not appear to trust the police with the knowledge of their sexuality; 12% stated that they thought the police were homophobic and 12% said that they didn't want to give police details of their sexuality.

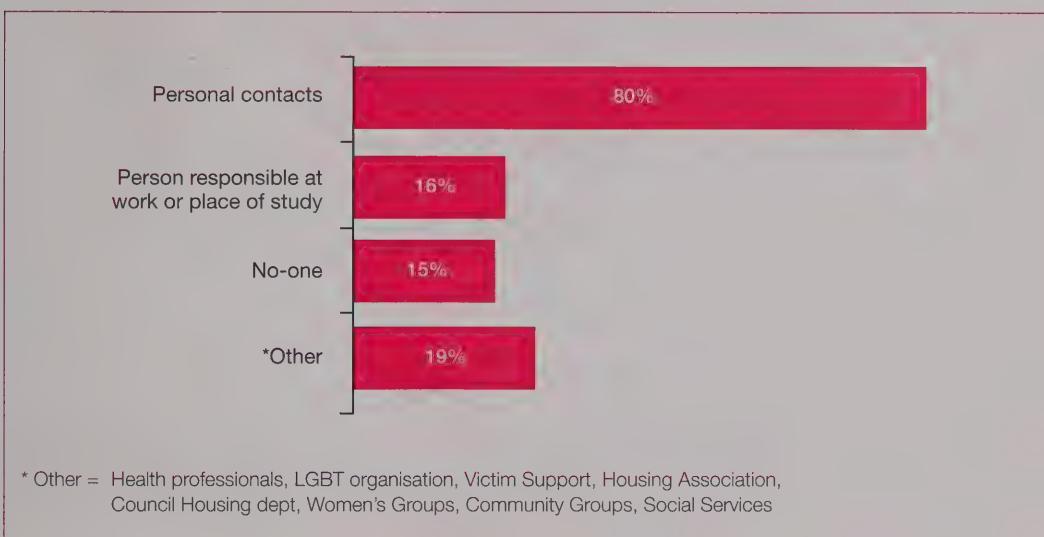
Some were put off by the visibility associated with reporting an incident to the police; 12% were worried about other people finding out if they went to the police and 9% were worried about the incident appearing in the media. One tenth (8%) gave their secondary reason for non-reporting as fear of revenge from their abuser. 16-24 year olds were significantly more likely to give this as a reason (16-24 year olds were significantly more likely to have been victimized repeatedly by the same person which may be a factor driving their fears).

Some respondents reported as their secondary reason that they were put off by the thought of police procedures (22%) and/ or going to court (19%). Finally, one fifth (20%) simply were not interested in a conviction and around one tenth said they wanted advice and support, not police action. Around one fifth wanted to talk the incident through with a sympathetic person and just over one tenth (9%) wanted to talk to another lesbian/ bisexual/ transsexual person about it.

When asked what might encourage them to report future incidents to the police, almost one third 32% said they would report an incident if they thought the police would take it seriously. A sizeable proportion 24% felt they would be more likely to report an incident if it were made more obvious that the police encouraged the reporting of homophobic/ transphobic crime and/ or that an LGBT liaison officer would be involved if a homophobic/ transphobic crime were reported.

## 6 Talking to People or Organisations other than the Police about Homophobic/Transphobic Incidents

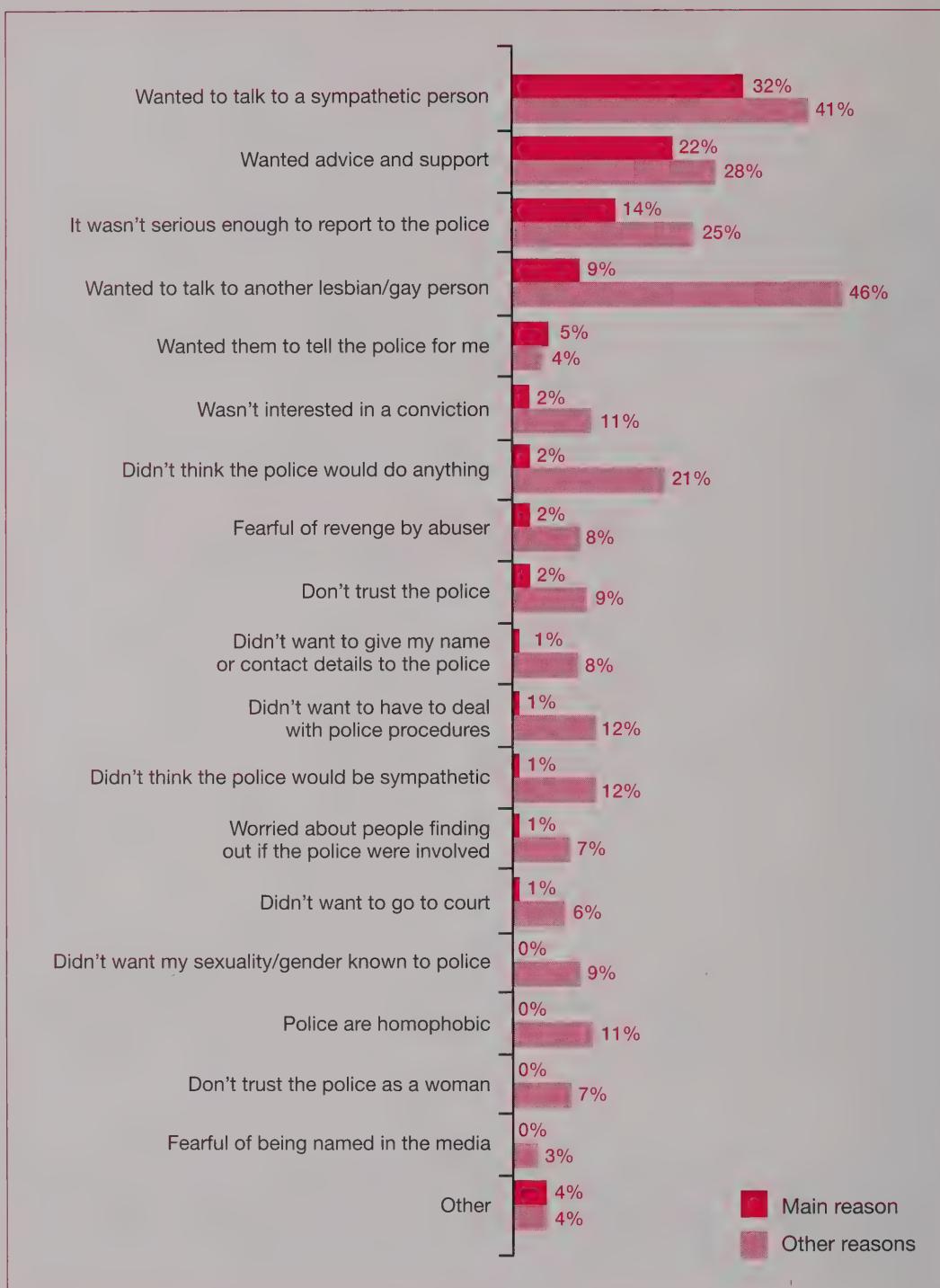
Many of those experiencing a homophobic/ transphobic incident had sought support from sources other than the police; this could have been in addition to reporting the incident to the police. As the graph below illustrates, the majority (80%) did talk to a personal contact about the incident, a sizeable proportion (16%) spoke to a person in authority at their place of work or study, and one fifth contacted (19%) other types of organisations. The other types of organisations contacted were many and varied, ranging from LGBT organisations through to social services.



**Question 42 Who have you ever told about homophobic/transphobic incidents you have experienced?** Base: All experiencing homophobic/transphobic incident, 641.

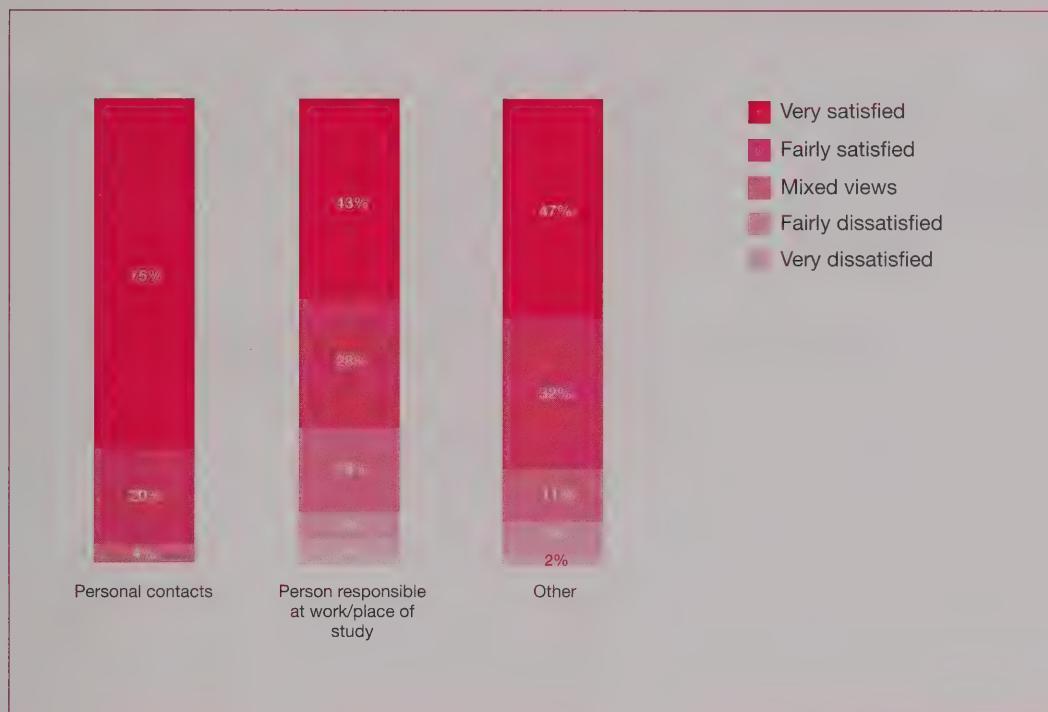
When asked why they had sought support in this way, women gave many different reasons. Some of these mirrored the reasons given for not contacting the police, indicating that in some instances women are seeking support outside the police. More than one fifth (22%) of young women aged 16-24 years who approached another organisation did so because they wanted this organisation to report the crime to the police on their behalf.

Overall, however, the responses indicated that following a homophobic/ transphobic incident many women are seeking sympathy, advice and support, commonly from another lesbian/gay, transsexual or transgender person and are turning to personal contacts to obtain this.



**Question 43 What were your main reasons for contacting these people or organisation(s) following a homophobic/transphobic incident? Base: All telling someone/any organisation about a homophobic/transphobic incident.**  
 Main reason - 364, Other reasons - 200.

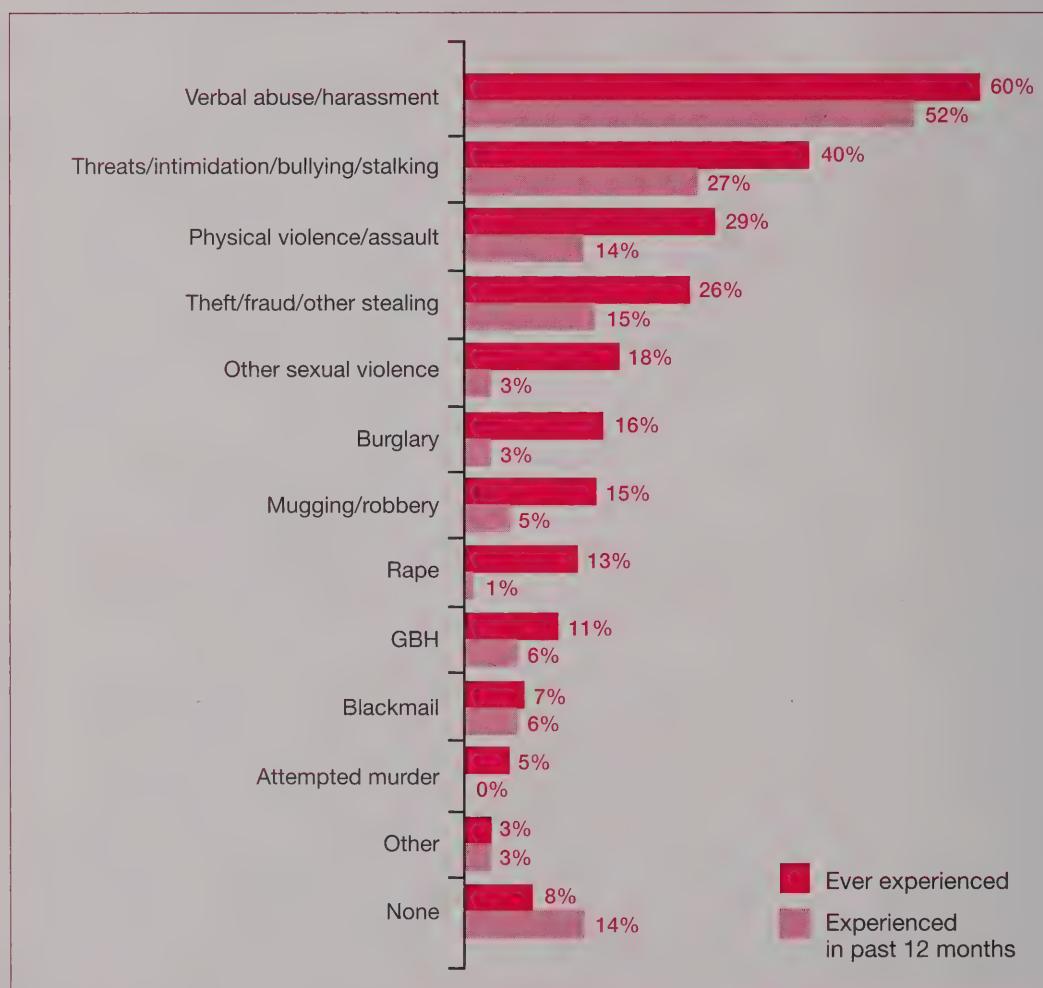
As the table below illustrates those seeking support from a personal contact, a friend, colleague or relative, were generally very satisfied with the support they received.



**Question 44** For each that you may have contacted, please indicate how satisfied you were with the level of support you were offered. Base: Personal contacts - 523, person responsible at place of work/study - 105, Other - 81.

## 7 Experiences of Violent/Abusive Incidents that were not Homophobic/Transphobic in nature

Around one third (35%) of the lesbian/ gay, bisexual and transsexual women included in the survey reported they had experienced some type of violent or abusive incident that they did not believe was homophobic/ transphobic in nature. The types of incident experienced are detailed below.



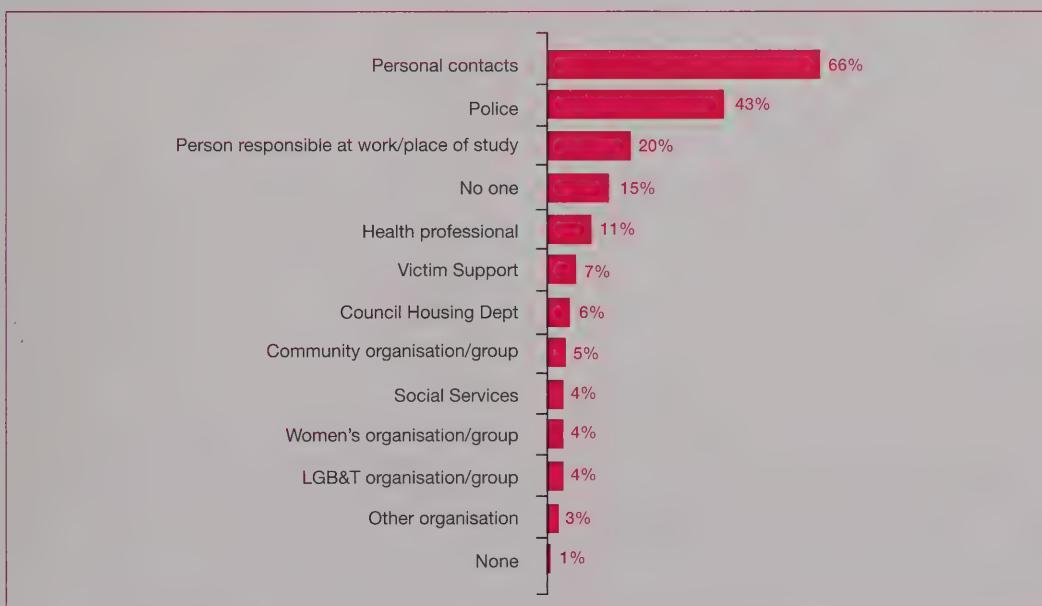
**Question 47 Which of the following incidents have you a) ever experienced and b) experienced in the past 12 months?** Base: All experiencing abusive/violent incident that not homophobic/transphobic. Ever - 380, Past 12 months - 153.

When asked, the majority of respondents (83%) did agree being a woman could have had some bearing on these incidents, whereas just under one in five (17%) definitely felt that being a women did not have any bearing on these incidents or were not sure, as the graph below shows.



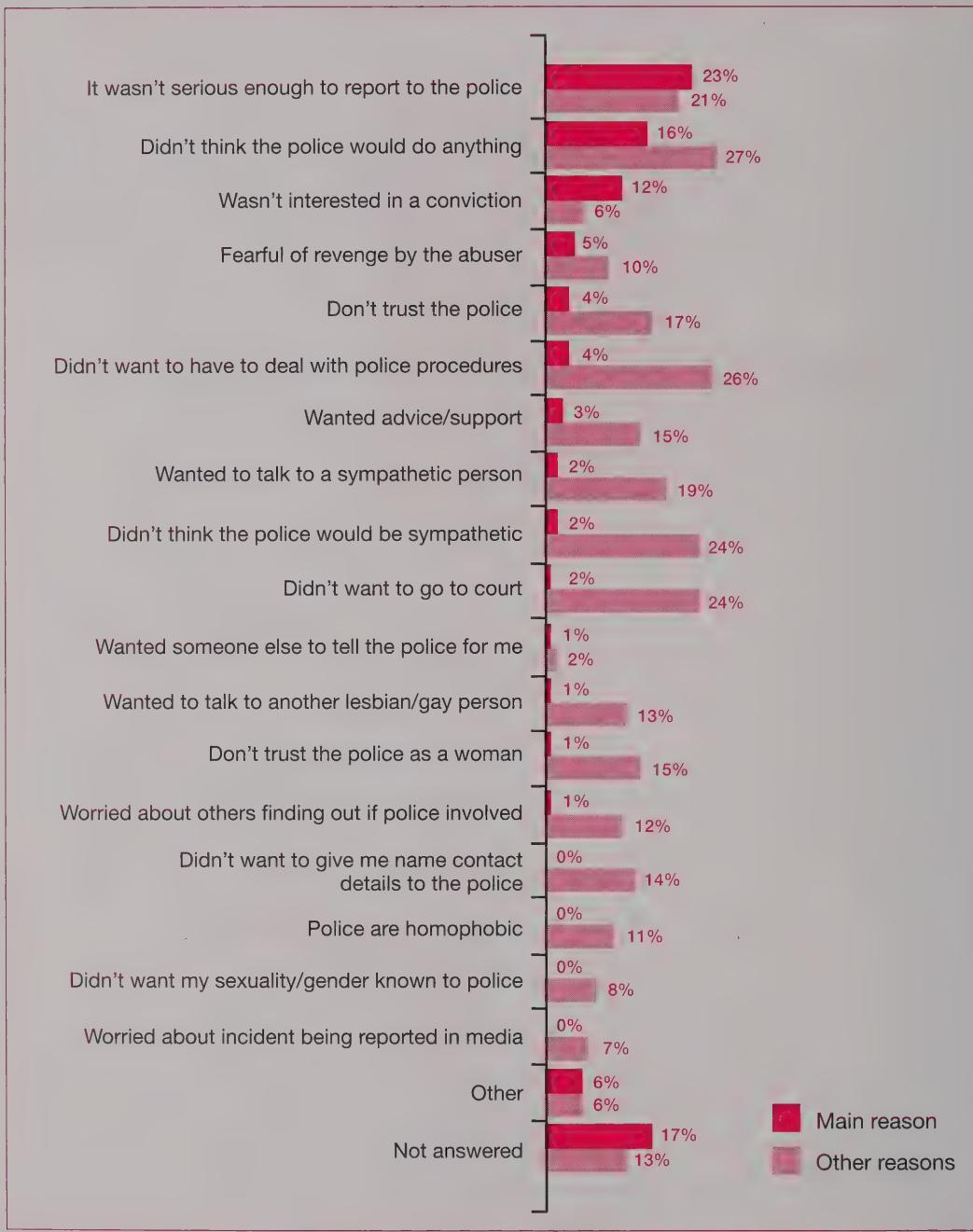
**Question 48 Do you think that being a woman had anything to do with any of the incidents you have experienced?** Base: All experiencing abusive/violent incident that not homophobic/transphobic, 384.

A higher proportion of women (43%) had chosen to report non homophobic/ transphobic incidents to the police, compared to the 17% who chose to report a homophobic/ transphobic incident.



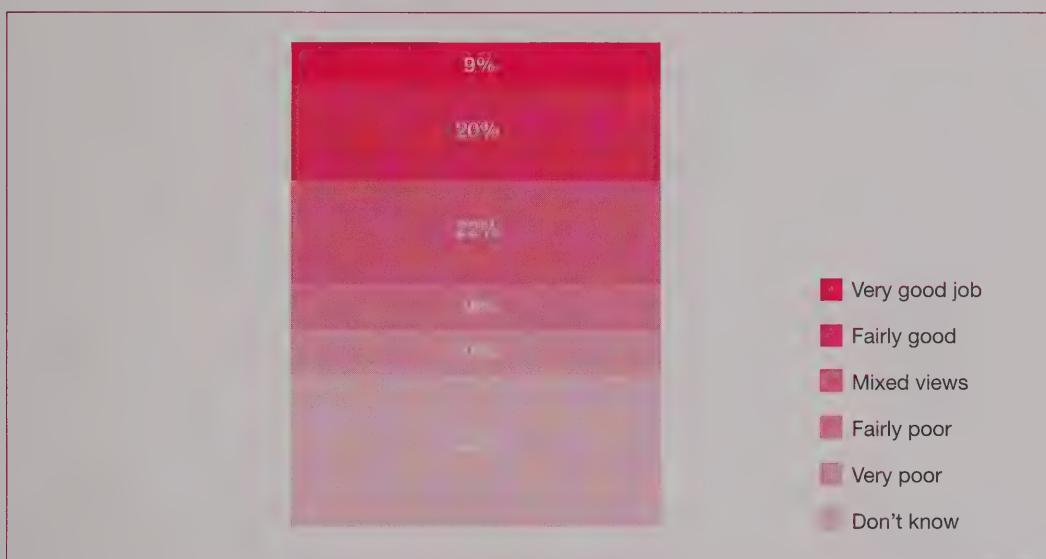
**Question 49 Who, if anyone, did you tell about any of the incidents you have experienced that were not homophobic?** Base: All ever experiencing abusive/violent incident that not homophobic/transphobic, 369.

Those women who had chosen not to report the incident to the police were asked why and their reasons are detailed below.



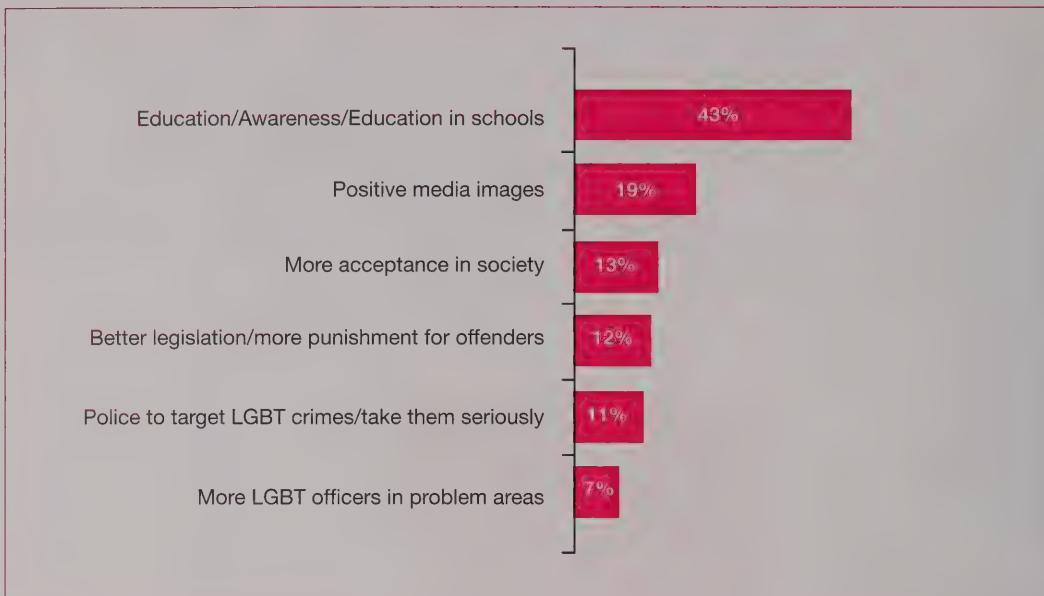
**Question 50 Why did you decide not to tell the police about all incidents you have experienced?** Base: All experiencing abusive/violent incident that not homophobic/transphobic. Main reason - 275, Other reasons - 125.

Many of the barriers to reporting an incident that was not motivated by homophobia/transphobia are similar to those for reporting a homophobic/ transphobic incident. Feeling that the incident was not serious enough and/ or feeling that the police wouldn't do anything were the two main barriers in both situations. Feeling that the police would not be sympathetic was also a main barrier in both cases. Similarly, lack of trust, not wishing to reveal their sexuality to the police, concerns about the heightened visibility if the crime was reported, fear of retribution from the perpetrator, lack of interest in a conviction and resistance to the thought of going through police procedures and/ or to court all emerged as barriers to reporting non-homophobic/ transphobic crime as they did for homophobic/ transphobic crime.



**Question 40 How good a job do you think the police in London as a whole are doing to protect LGB&T people from homophobic/transphobic incidents?**  
Base: All answering, 325.

When asked to how good a job police in London were doing to protect LGBT people from homophobic/ transphobic incidents, almost one third did not know. 29% thought police were doing a good job, 22% had mixed views and 18% thought police were doing a poor job.



**Question 41 What do you think could be done to reduce homophobic/transphobic incidents against lesbian/gay, bisexual and transgender people? Base: All answering, 449.**

Just under half (43%) of respondents stated that both education and awareness would reduce homophobic/transphobic incidents and additionally one in five (19%) also felt positive media images would also help. Interestingly less than one in ten respondents (7%) felt that increasing LGBT officers in problem areas would help to reduce this type of crime.

## 8 Sample Profile

A total of 1112 women participated in the survey. The profile of this robust and diverse sample of lesbian, bisexual, transgender and heterosexual women is detailed below.

### 8.1 Diversity profile

#### 8.1.1 Age



P1 - Your age Base: All, 1076

The survey reflects the views of women from across the age spectrum. The majority, 70%, were between 25 and 44 years of age. However, 20% were under 24 years and 12% were 45 years of age or older.

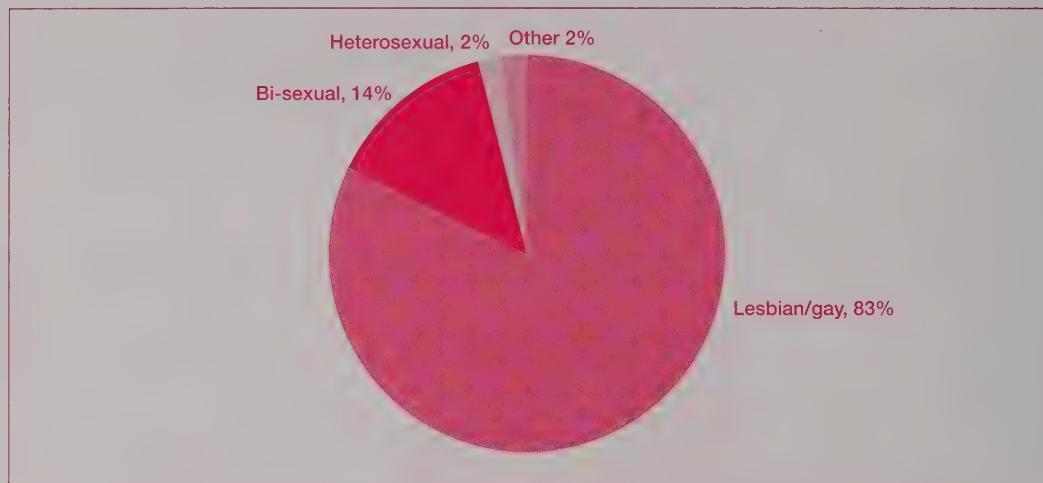
#### 8.1.2 Gender

The majority (96%) described their gender as female. However the sample included a small proportion of trans women (2%) and trans men (1%).



P3 - Your gender Base: All, 1068

### 8.1.3 Sexual Orientation



P2 - Your sexual orientation Base: All, 1062

Unsurprisingly, the majority, 83%, defined themselves as lesbian. However, the sample also included bi-sexual (14%) and heterosexual (2%) women.

### 8.1.4 Ethnicity



P9 - Ethnic Identity Base: All, 1069

While the majority, 81%, of those surveyed defined themselves as White, women from ethnic minority groups were well represented in the research; the sample included 11% Black/Black British women and 4% Asian/Asian British women.

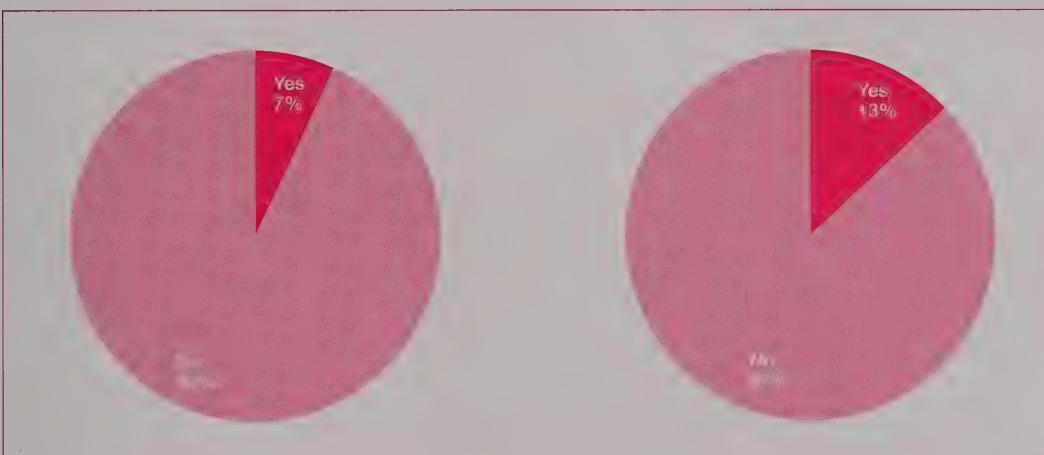
### 8.1.5 Religion



P12 - Faith Base: All, 1037

The survey reflected the views of a wide cross-section of women in terms of faith. Almost two thirds, 63%, did not have a faith. However, around one quarter, 23% described themselves as Christian and 14% followed another faith (including Buddhist, Muslim, Hindu and Jewish women).

### 8.1.6 Disability



P10- Are you a disabled person?  
Base: All, 1066

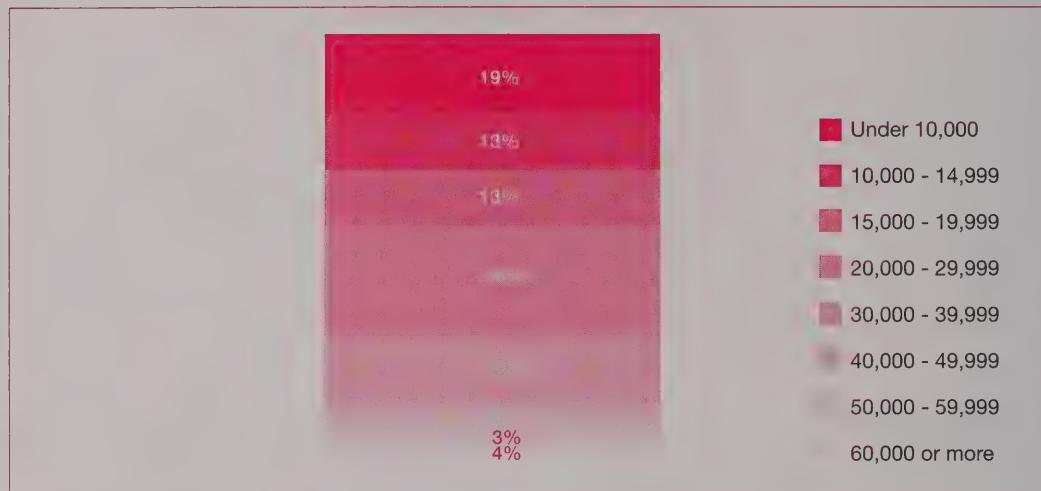
P11- Do you have a long-term illness or health condition?  
Base: All, 1068

The majority of those surveyed (93%) did not indicate they were a disabled person. However, one in seven respondents (13%) indicated they had a long-term illness or health condition.

## 8.2 Lifestyle profile

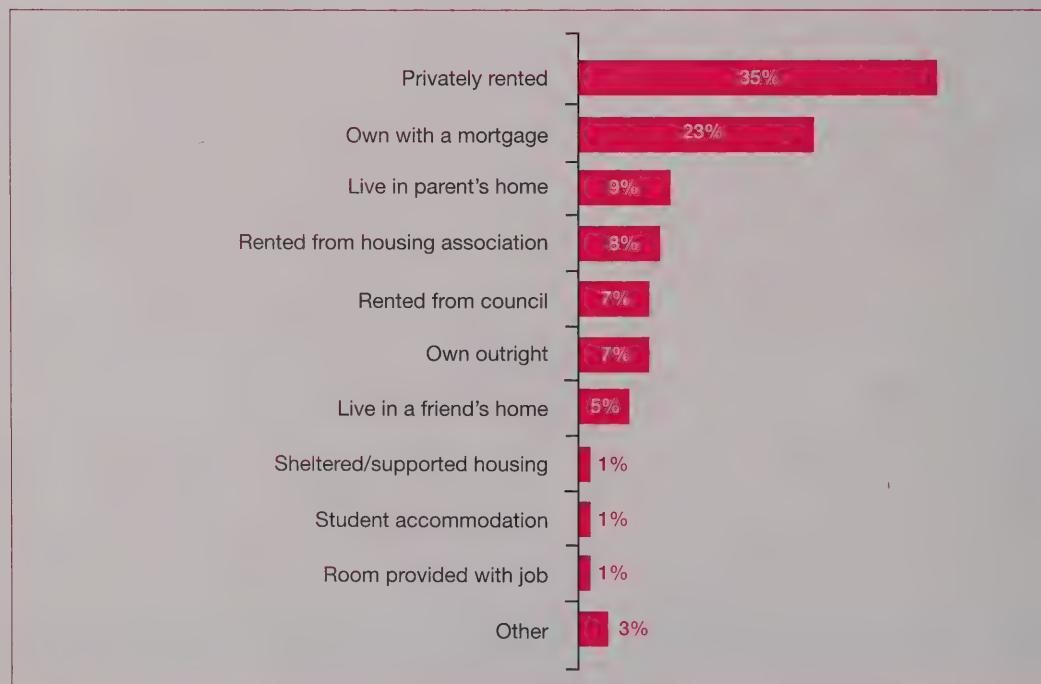
### 8.2.1 Income

The majority of those surveyed indicated their yearly income was between £20,000 and £39,999.



P8 - Income Base: All, 1014

### 8.2.2 Accommodation



P5 - Which best describes the accommodation where you live?  
Base: All, 1061

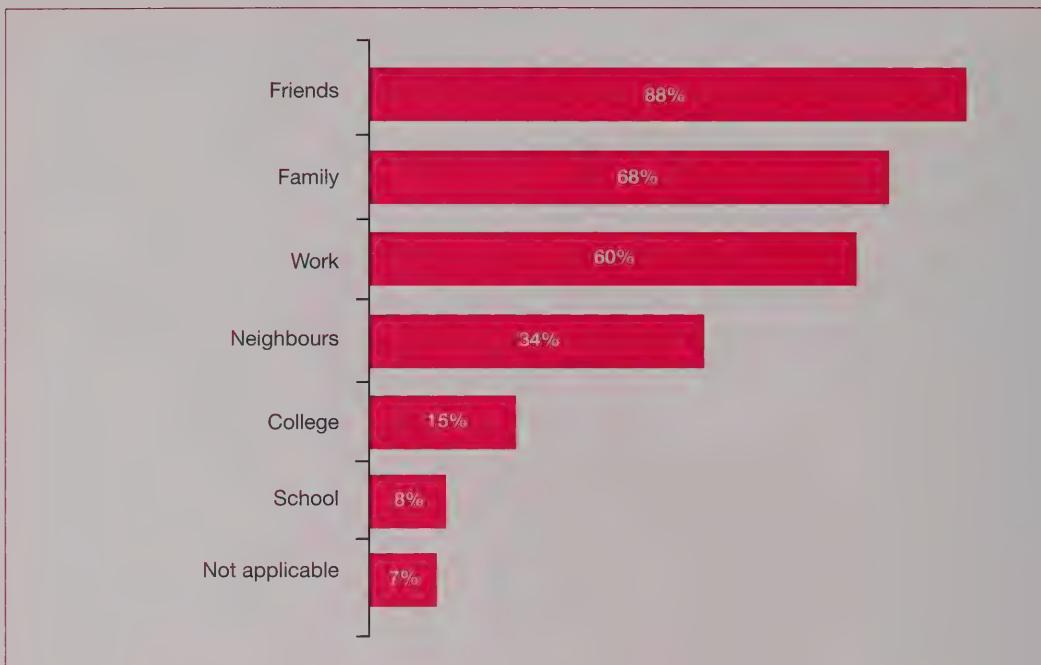
Just under a third (30%) of respondents owned either outright or with a mortgage their own accommodation. Approximately one in five respondents (17%) indicated they lived in large housing estate. Two thirds (64%) of those surveyed said they either live on their own or with one other person.

### 8.2.3 Extent to being 'out' to others

The majority, 70%, were out to all or most people. Of those respondents most people told family and friends. Less people were out to work colleagues and at school. Interestingly, only a third of people are out to their neighbours.

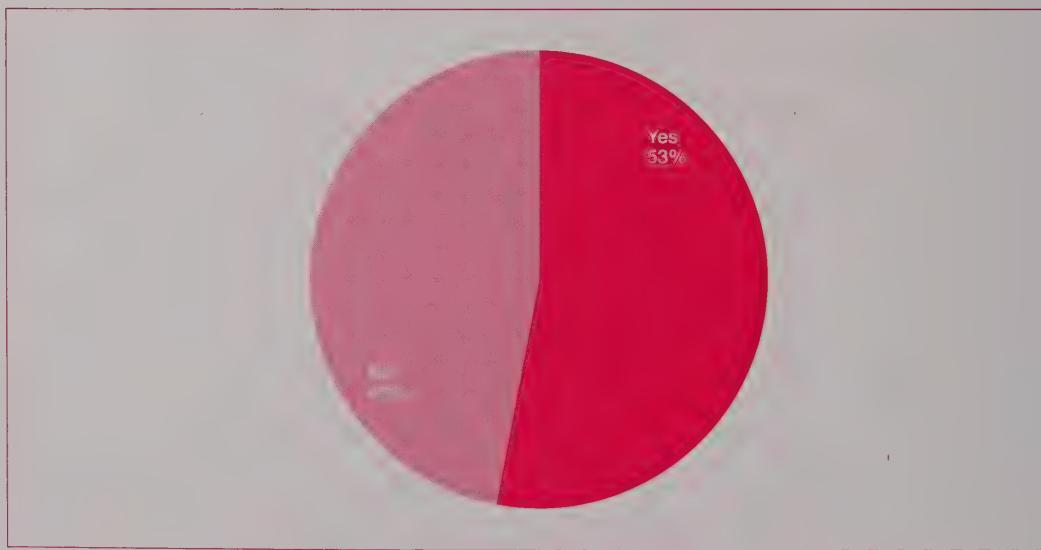


P17b - To what extent are you 'out' as a lesbian/gay or bi woman or trans person? Base: All, 1046



P17a - In which of the following areas are you generally 'out' about your sexuality or transgender identity? Base: All, 1037

#### Long term partner

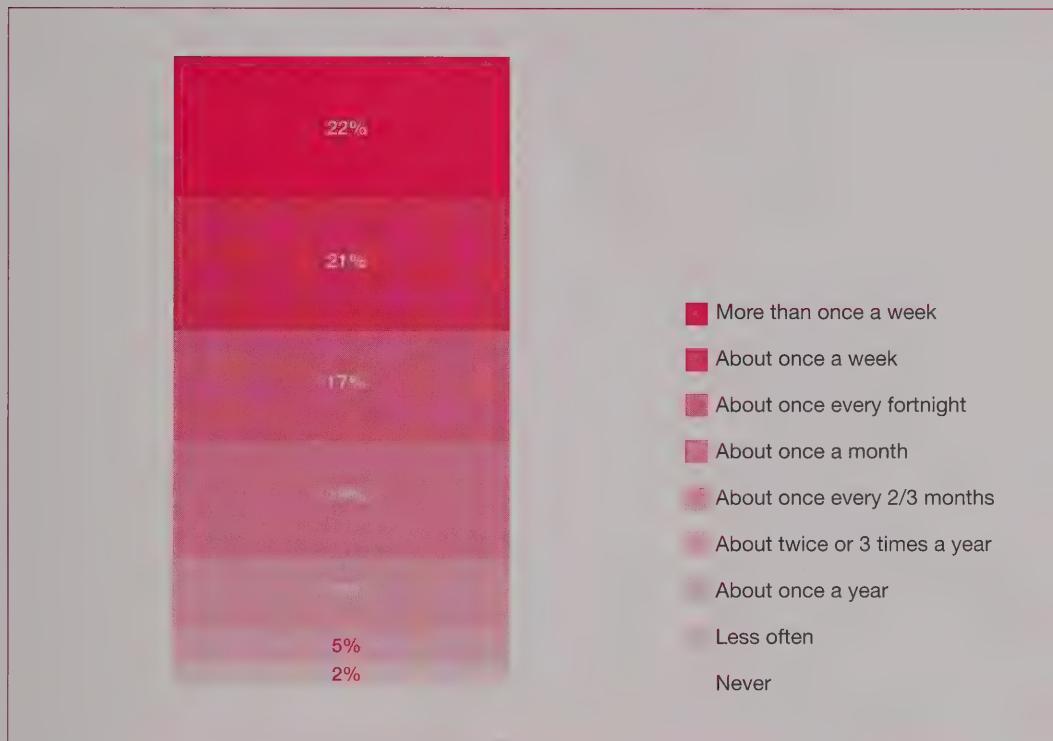


P13 - Do you have a long term partner? Base: All, 1062

Over half (53%) of those surveyed did have a long term and only a small proportion of respondents (13%) had children.

#### 8.2.4 Scene

The extent to which women were active on ‘the scene’ varied widely across the sample. Around two fifths visited a lesbian venue at least once a week. The majority visited less frequently than this with just over one third (36%) visiting once a month or more, 16% visiting 2-4 times annually and 3% visiting annually or less often. Notably just under a quarter of respondents (24%) said that they belong to a LGBT social group.



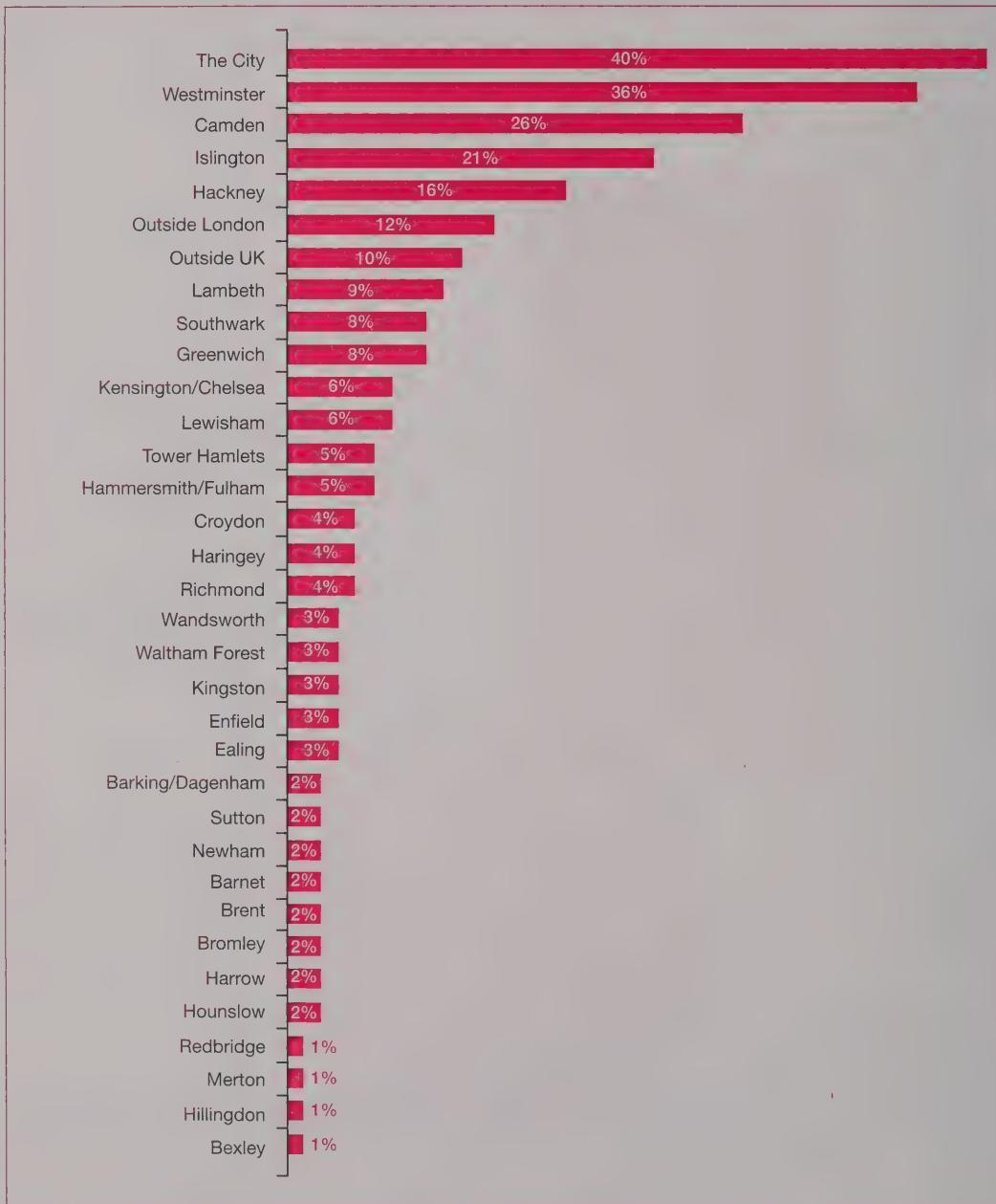
P15 - How regularly do you go to lesbian/gay/trans friendly pubs and clubs? Base: All, 1068

#### 8.2.5 Where you live, work and socialise

Respondents lived across all boroughs of London. London is also a city that many people regularly visit, commute to and socialise in. This is also reflected in the survey with 14% of respondents residing outside of London.

The top five areas where respondents worked were: the City (19%), Outside London (12%) Westminster (11%), Camden (10%) and Islington (6%).

Interestingly, the most common areas to socialise in were the City, Westminster, Camden, Islington and Hackney. One in ten respondents also socialised outside of London. The least common areas to socialise in were Redbridge, Merton, Hillingdon and Bexley.



P4 - Please tick the borough(s) where you socialise? Base: All, 860

## **9 Appendix: Questionnaire**

### **Metropolitan Police Service Survey Amongst Lesbian/Gay/ Bi Women and Transgender People in London**

The Metropolitan Police Service is carrying out a survey amongst lesbian/gay and bi-sexual women and transgender people (both male to female and female to male) in London. The Metropolitan Police Service wants to gain a better understanding of the extent of homophobic and transphobic incidents experienced and the effect this has on peoples' lives.

By homophobic incidents we mean the range of abuse directed at lesbian/gay or bisexual women (or women who are assumed to be) because of their sexuality. Transphobic incidents are those directed against people on account of their transgender identity.

This study has been commissioned by the Metropolitan Police Service, in partnership with Galop and London Lesbian and Gay Switchboard, and will be carried out by Stormbreak Research and Consultancy who specialise in researching the lesbian, gay, bisexual and transgender (LGB&T) community.

This research is strictly confidential and you do not need to give us your name or any contact details. But you are welcome to provide contact details if you are willing to take part in future pieces of research in this area. Please provide this information at the end of the questionnaire.

Information about a variety of support organisations for women and trans. people who have experienced homophobic or transphobic incidents is provided. You may wish to contact them if you have experienced violence or abuse.

If it would be more convenient for you to complete an emailed version of the questionnaire or to be interviewed by one of our interviewers over the 'phone, we are happy to arrange this.



Please write in the number of times, if any, you have experienced any of the following homophobic or transphobic incidents in the past 12 months?

PLEASE LEAVE BLANK ANY BOXES THAT DO NOT APPLY.

None in past 12 months

No. of times in past 12 months

Verbal abuse and/or harassment

Other sexual violence

Theft, fraud or other ways of stealing your money/possessions

Mugging/robbery (i.e. violent theft)

Burglary

Blackmail

Rape

Other (PLEASE WRITE IN)

**10** *At approximately what time of the day did the last homophobic/transphobic incident you experienced occur?*

PLEASE TICK ONE BOX ONLY

Morning 6.01am-12pm(Noon)  Evening 6.01pm-11.59pm   
Afternoon 12.01pm-6pm  Night-time 12am(Midnight)-6am

**11** *Where did the incident occur?*

PLEASE TICK ONE BOX ONLY

In my home  When using community services (e.g. swimming pool/community centre)   
Near my home  When using health services (e.g. GP surgery)   
In another person's home  At a place of worship   
In residential/supported housing  At work   
At or around a lesbian/gay /trans friendly pub or club  In school/college/place of study   
At or around a 'straight' pub/club  On a bus or tube   
In the street  On a train (i.e. overground)   
In another public place (e.g. shopping area, cinema etc.)   
On council or government premises  (e.g. social security office)

Other (PLEASE WRITE IN)

**9** *In which area(s) have you ...*

- Ever experienced homophobic/transphobic incidents?
- Experienced homophobic/transphobic incidents in the past 12 months?
- In which area did the last homophobic/transphobic incident occur?

PLEASE LEAVE BLANK ANY BOXES THAT DO NOT APPLY

a) Ever  c) Last incident

b) In past 12 months  d) In past 12 months

Hillingdon  e) Last incident

Hounslow

Islington

Kensington and Chelsea

Kingston

Lambeth

Lewisham

Merton

Newham

Redbridge

Richmond

Southwark

Sutton

Tower Hamlets

Waltham Forest

Wandsworth

Westminster

Neighbour(s)

Work colleague(s)

Student(s) at my school/college

Member(s) of my family

Heterosexual partner/ex-partner

A partner's relative(s)

Don't know

Other (PLEASE WRITE IN)

**12** *Who committed the last homophobic/transphobic incident against you?*

PLEASE TICK THE ONE THAT BEST APPLIES

Career/support worker  Other person(s) known to me   
Young person(s) I knew  Young person(s) I didn't know   
(Other) person(s) not known to me  Don't know

Other (PLEASE WRITE IN)

**13** *Were you on your own?*

Yes  No

3

**14** Was the incident against you carried out by one person,  
a couple of people or a group of people?  
PLEASE TICK ONE ONLY

1 Person  Couple of people  Group of people

The following questions are about homophobic/transphobic incidents you have ever experienced

**15** Please describe the types of words that have been used towards you during any of the homophobic/transphobic incidents you have experienced.  
PLEASE WRITE IN

**18c** What were these other reasons?

**18c** What were these other reasons?

**19** What kind of impact have homophobic/transphobic incidents you have experienced had on you?  
PLEASE TICK ONE BOX ONLY

**19** What kind of impact have homophobic/transphobic incidents you have experienced had on you?  
PLEASE TICK ONE BOX ONLY

CONTINUE TO 21  
 CONTINUE TO 20  
 CONTINUE TO 21 (Section 3 – Next page)

A long term impact on me  
A short term impact, but not long term  
No particular impact

**20** In what ways have homophobic/transphobic incidents you have experienced affected you?  
PLEASE WRITE IN

**20** In what ways have homophobic/transphobic incidents you have experienced affected you?  
PLEASE WRITE IN

**16** Have any weapons or objects ever been used against you in any homophobic/transphobic incidents you have experienced?  
Yes  CONTINUE TO 17 No  CONTINUE TO 18a

**16** Have any weapons or objects ever been used against you in any homophobic/transphobic incidents you have experienced?  
Yes  CONTINUE TO 17 No  CONTINUE TO 18a

**17** Please record the weapons or objects that have been used against you  
PLEASE WRITE IN

**17** Please record the weapons or objects that have been used against you  
PLEASE WRITE IN

**18a** Have you experienced repeated homophobic/transphobic incidents over a period of time carried out by the same person or people?  
Yes  No  Not Sure

**18a** Have you experienced repeated homophobic/transphobic incidents over a period of time carried out by the same person or people?  
Yes  No  Not Sure

**18b** Did any homophobic or transphobic incidents you have experienced also involve other reasons for the abuse directed against you (possibly because of your race, age, being a disabled person etc.)  
Yes  CONTINUE TO 19 No  CONTINUE TO 19 Not Sure  CONTINUE TO 19

**18b** Did any homophobic or transphobic incidents you have experienced also involve other reasons for the abuse directed against you (possibly because of your race, age, being a disabled person etc.)  
Yes  CONTINUE TO 19 No  CONTINUE TO 19 Not Sure  CONTINUE TO 19

## Reporting homophobic and transphobic incidents to the police

**21** On how many occasions, if any, have you reported incidents to the police you have experienced that you felt were homophobic/transphobic?

(YOU DO NOT NEED TO HAVE MENTIONED TO THE POLICE THAT THE INCIDENT(S) WERE HOMOPHOBIC/TRANSPHOBIC)

	None	1	2	3	4	5	6	7	8	9	10+
<input type="checkbox"/>											

**IF YOU HAVE NEVER REPORTED ANY HOMOPHOBIC OR TRANSPHOBIC INCIDENTS TO THE POLICE, PLEASE CONTINUE TO QUESTION 38, SECTION 4 (page 12). OTHERWISE CONTINUE TO QUESTION 22.**

**22** Which types of homophobic or transphobic incident have you ...

a) Ever reported to the police?

b) Which was the last incident you reported?

PLEASE LEAVE BLANK ANY BOXES THAT DO NOT APPLY

a) Ever reported  
TICK ALL THAT APPLY

b) Last incident  
TICK ONE ONLY

Verbal abuse and/or harassment

Threats/intimidation/bullying/stalking

Physical violence/assault

Grievous Bodily Harm (GBH)

Attempted murder

Rape

Other sexual violence

Theft, fraud or other ways of stealing your money/possessions

Mugging/robbery (i.e. violent theft)

Burglary

Blackmail

Other (PLEASE WRITE IN)

**23** On the last occasion that you reported a homophobic/transphobic incident to the police, how was contact first established with them?

PLEASE TICK ONE BOX WHICH BEST APPLIES

Went to a police station

Person I know contacted the police

Member of the public I didn't know contacted the police

Phoned the police

Used the internet to report to police

Contacted an organisation

Police arrived on the scene

Who got in touch with the police for me

Other (PLEASE WRITE IN)

**24** Did you decide to tell the police that the incident was homophobic/transphobic?

Yes  No

**25** Did the police officer make you feel 'comfortable' about mentioning the incident was homophobic/transphobic (whether you decided to mention it or not)?

Yes  No

**26** Did the police officer ask the right questions to establish if the incident was homophobic/transphobic?

Yes  No  Not applicable

**27** Would you have felt more comfortable reporting the incident as homophobic/transphobic to a police officer especially trained in dealing with lesbian, gay, bi and transgender incidents. These are known as LGBT liaison officers?

Yes  No  Not Sure

**28** Would you have felt more comfortable reporting the incident as homophobic/transphobic to an LGB&T organisation instead of the police?

Yes  No

IF YOU DID NOT TELL THE POLICE OFFICER THE INCIDENT WAS HOMOPHOBIC/TRANSPHOBIC, PLEASE CONTINUE TO QUESTION 33. OTHERWISE, PLEASE CONTINUE TO QUESTION 29.

**29** How supportive was the police officer on being told the incident was homophobic/transphobic?  
PLEASE TICK ONE BOX ONLY

Very Supportive  Fairly Supportive   
Not very supportive  Not at all supportive

**35** How satisfied were you with the outcome of charges being pressed?  
PLEASE TICK ONE ONLY

Fairly satisfied  Very satisfied   
Very dissatisfied  Fairly dissatisfied

**30** Did the officer actually record the incident as homophobic/transphobic?

Yes  No  Don't Know

**36** For each of the following statements, please tick the box to indicate your level of agreement or disagreement. Please comment on the last incident you reported.

Agree strongly  Agree  Mixed views  Disagree  Disagree strongly  Does not apply

The police were supportive and reassured me   
The police treated me with respect   
The police took the incident seriously   
The police were fast to respond   
The police kept me informed of the various stages of the investigation   
The police offered information about support organisations I could contact

**31** Was an LGBT liaison officer involved at any point?

Yes  CONTINUE TO 32 No  CONTINUE TO 33 Don't Know  CONTINUE TO 33

**32** In what ways was the LGBT officer helpful or unhelpful?

PLEASE WRITE IN

**33** What kind of action was taken by the police on the last occasion you reported a homophobic/transphobic incident?

PLEASE TICK ONE BOX ONLY

No action taken  CONTINUE TO 36  
Caution  CONTINUE TO 36  
Charges pressed  CONTINUE TO 34  
Police action caused homophobia to stop  CONTINUE TO 36  
Case continues  CONTINUE TO 36  
Don't know as no follow up  CONTINUE TO 36  
Other (PLEASE EXPAND IN)  CONTINUE TO 36

**34** Did charges pressed result in a conviction?

Yes  No

## Section 4 Your reasons for not deciding to report homophobic/transphobic incidents to the police

**IF YOU HAVE REPORTED ALL HOMOPHOBIC/TRANSPHOBIC INCIDENTS EXPERIENCED TO THE POLICE,  
PLEASE CONTINUE TO QUESTION 42, SECTION 5 (page 14).  
OTHERWISE, PLEASE CONTINUE TO QUESTION 38**

**What were your reasons for deciding not to report one or more of the  
homophobic/transphobic incidents you have experienced to the police?  
PLEASE RECORD YOUR ONE MAIN REASON IN THE FIRST COLUMN  
AND ALL YOUR OTHER REASONS IN THE SECOND COLUMN**

One Main reason  
TICK ONE ONLY      Other reasons  
TICK ALL THAT APPLY

- Fearful of revenge by the abuser(s)
- Wanted advice and support (not police action)
- Wanted to be able to talk through the incident with a sympathetic person
- Wanted to speak to another lesbian/gay/trans person
- Didn't want to give my name or contact details to the police
- Fearful of being named in the media(e.g. local paper/radio)
- Don't trust the police
- Didn't think the police would do anything
- I wasn't interested in a conviction
- Didn't want my sexuality/gender identity known to the police
- Police are homophobic/transphobic
- Don't trust the police as a woman
- Didn't want to have to deal with police procedures
- Didn't think the police would be sympathetic
- Didn't want to go to court
- It wasn't serious enough to report to the police
- Worried about other people finding out if the police were involved
- Other PLEASE WRITE IN

**39**

**What could be done to encourage you to report a homophobic/transphobic  
incident in the future?**

PLEASE WRITE IN

**40 How good a job do you think the police in London as a whole are doing to protect  
LGBT people from homophobic/transphobic incidents?  
PLEASE TICK ONE BOX ONLY**

- Very good job
- Fairly good
- Fairly poor
- Very poor
- Mixed views
- Don't know

**41 What do you think could be done to reduce homophobic/transphobic incidents  
against lesbian/gay and bi women and transgender people?  
PLEASE WRITE IN**

PLEASE WRITE IN

**Section 5****Seeking help from people other than the police****44**

**Who have you ever told about homophobic/transphobic incidents  
you have experienced?**

**PLEASE TICK ALL THAT APPLY**

- No-one
- Personal contacts (e.g. partner/friend)
- Council housing dept./housing association
- Person responsible at work or place of study (e.g. manager/personal tutor/student union)
- Social Services
- Community organisation/group
- Victim Support
- Women's organisation/group
- Health professional (e.g. GP)
- Council housing dept./housing association
- Social Services
- Community organisation/group
- Women's organisation/group
- Lesbian, gay, bisexual or trans (LGBT&T) organisation/group
- Other organisation/group
- PL. PLEASE WRITE IN THE NAME
- PL. PLEASE WRITE IN THE NAME
- PL. PLEASE WRITE IN THE NAME

**IF YOU HAVE NEVER MENTIONED ANY HOMOPHOBIC/TRANSPHOBIC INCIDENTS YOU HAVE TO EXPERIENCED TO ANY OF THE ABOVE,  
PLEASE CONTINUE TO QUESTION 46 (SECTION 4 – Page 16)  
OTHERWISE, PLEASE CONTINUE TO QUESTION 43.**

**For each listed below that you may have contacted, please indicate how satisfied you were with the level of support you were offered.**

**IF YOU HAVE NEVER CONTACTED ANY LISTED BELOW ABOUT A HOMOPHOBIC/TRANSPHOBIC INCIDENT PLEASE LEAVE BLANK AND CONTINUE TO THE SECTION 46 (PAGE 16)**

	Very Satisfied	Fairly Satisfied	Mixed views	Fairly dissatisfied	Very dissatisfied	Not Applicable
Personal contacts	<input type="checkbox"/>					
Person responsible at work or place of study (e.g. manager/tutor)	<input type="checkbox"/>					
Victim Support	<input type="checkbox"/>					
Health professional	<input type="checkbox"/>					
Council housing dept./housing association	<input type="checkbox"/>					
Social Services	<input type="checkbox"/>					
LGB or T group/organisation	<input type="checkbox"/>					
Women's group/organisation	<input type="checkbox"/>					

**Please explain how you were helped and what was good and not good about the overall support you received.**

**45**

**What were your main reasons for contacting these people or organisation(s) following a homophobic/transphobic incident?  
PLEASE RECORD YOUR ONE MAIN REASON IN THE FIRST COLUMN AND OTHER REASONS IN THE SECOND COLUMN**

Main reason      Other reasons

Wanted them to tell the police for me	<input type="checkbox"/>
Wasn't interested in a conviction	<input type="checkbox"/>
Fearful of revenge by the abuser	<input type="checkbox"/>
Wanted advice and support	<input type="checkbox"/>
Wanted to talk to a sympathetic person	<input type="checkbox"/>
Wanted to talk to another lesbian/gay person	<input type="checkbox"/>
Didn't want to give my name or contact details to the police	<input type="checkbox"/>
Don't trust the police	<input type="checkbox"/>
Didn't think the police would do anything	<input type="checkbox"/>
Didn't want my sexuality/gender identity known by the police	<input type="checkbox"/>
Didn't want to have to deal with police procedures	<input type="checkbox"/>
Police are homophobic	<input type="checkbox"/>
Don't trust the police as a woman	<input type="checkbox"/>
Worried about other people finding out if the police were involved	<input type="checkbox"/>
Fearful of being named in the media (e.g. local paper/radio)	<input type="checkbox"/>
Didn't think the police would be sympathetic	<input type="checkbox"/>
Didn't want to go to court	<input type="checkbox"/>
It wasn't serious enough to report to the police	<input type="checkbox"/>
Other PLEASE WRITE IN	<input type="checkbox"/>

**43**



**Why did you decide not to tell the police about all incidents you have experienced?**  
**PLEASE RECORD YOUR ONE MAIN REASON IN THE FIRST COLUMN AND ALL OTHER REASONS IN THE SECOND COLUMN**

### About You

<b>P1</b>	<b>Your age</b>	a) Live \ b) Work \ c) Socialise
Main reason	Other reasons	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	16-24	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	25-34	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	35-44	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	45-54	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	55-64	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
□	65+	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<hr/>		
<b>P2</b>	<b>Your sexual orientation</b>	
Lesbian/gay	<input type="checkbox"/>	
Bi-sexual	<input type="checkbox"/>	
Heterosexual	<input type="checkbox"/>	
Other (PLEASE WRITE IN)	<input type="checkbox"/>	
<hr/>		
<b>P3</b>	<b>Your gender</b>	
Female	<input type="checkbox"/>	
Trans woman (Male to Female)	<input type="checkbox"/>	
Trans man (Female to Male)	<input type="checkbox"/>	
Other gender (PLEASE WRITE IN)	<input type="checkbox"/>	
<hr/>		
<b>P4</b>	<b>Please tick the borough or boroughs where you</b>	
a) Live	b) Work	c) Socialise
Outside of London	<input type="checkbox"/>	<input type="checkbox"/>
Barking and Dagenham	<input type="checkbox"/>	<input type="checkbox"/>
Barnet	<input type="checkbox"/>	<input type="checkbox"/>
Bexley	<input type="checkbox"/>	<input type="checkbox"/>
Brent	<input type="checkbox"/>	<input type="checkbox"/>
Bromley	<input type="checkbox"/>	<input type="checkbox"/>
Camden	<input type="checkbox"/>	<input type="checkbox"/>
City of London/the City	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>		
<b>RECORD POSTCODE</b> _____		

Croydon  
Ealing  
Enfield  
Greenwich  
Hackney  
Hammersmith and Fulham  
Haringey  
Harrow  
Havering  
Hillingdon  
Hounslow  
Islington  
Kensington and Chelsea  
Kingston  
Lambeth  
Lewisham  
Merton  
Newham  
Redbridge  
Richmond  
Southwark  
Sutton  
Tower Hamlets  
Waltham Forest  
Wandsworth  
Westminster  
Outside of London

PLEASE RECORD THE FIRST PART  
OF YOUR POSTCODE  
E.G. S.E.23 OR N.12  
(WHICH MEANS YOU REMAIN  
COMPLETELY ANONYMOUS)

**P5a** Which of the following best describes the accommodation where you live?  
PLEASE TICK ONE BOX ONLY

Own outright   
Own with a mortgage   
Live in parent's home   
Live in a friend's home   
Privately rented   
Rented from housing association   
Rented from council   
Sheltered/supported housing   
Student accommodation   
Room provided with job   
Homeless   
Other (PLEASE WRITE IN)

**P5b** Do you live on a large housing estate?  
Yes   
No

**P9** Please tick one box that best describes your ethnic identity

White   
British   
Irish   
Other white background   
PLEASE WRITE IN

Black or Black British   
Caribbean   
African   
Any other Black background   
PLEASE WRITE IN

Asian or Asian British   
Indian   
Pakistani   
Bangladesh   
Other Asian background   
PLEASE WRITE IN

Mixed   
White and Black Caribbean   
White and Black African   
White and Asian   
Mixed other

Chinese or other ethnic group  
Chinese   
Other ethnic group   
PLEASE WRITE IN

Your income  
PLEASE TICK your yearly personal income (before tax)  
Under £10,000   
£10,000-£14,999   
£15,000-£19,999   
£20,000-£29,999   
£30,000-£39,999   
£40,000-£49,999   
£50,000-£59,999   
£60,000 or more

**P10** Are you a disabled person?  
Yes  No

**P11a** In which of the following areas are you generally 'out' about your sexuality or transgender identity?  
PLEASE TICK ALL THAT APPLY

Friends   
Neighbours   
Not applicable   
Family

**P12** Which, if any, of the following faiths do you follow?

None   
Jewish   
Muslim   
Christian   
Sikh   
Hindu   
Other (PLEASE WRITE IN)

**P13** Do you have a long term partner?  
Yes  No

**P14** Are you a parent?  
Yes  No

**P15** How regularly do you go to lesbian/gay/trans friendly pubs and clubs?  
PLEASE TICK ONE BOX ONLY

More than once a week   
About once a week   
About once every fortnight   
About once a month   
About once every 2-3 months   
About twice or 3 times a year   
About once a year   
Less often   
Never

**P16** Do you belong to any social groups for lesbian/gay, bi or trans people  
Yes  No

## WELLCOME LIBRARY

### Would you be willing to take part in further research at a later date?

We are hoping to do some more research in this area at a later date. If you would like to participate, please record your email address or (mobile) 'phone number below. It would be held in strictest confidentiality.

First name \_\_\_\_\_

(Mobile) 'phone number \_\_\_\_\_

Email \_\_\_\_\_

### Do you have straight friends or families members who have been abused because of their connection with you who may be willing to take part?

We are also hoping to include straight friends and relatives of lesbian/gay or bi women and trans. people in the survey who have been abused just because of their connection with a member of the LGB&T community.

If you can think of someone who you think would be happy to take part, please provide **your** (not their) contact details, and we will follow this up with you over the next few days.

First name \_\_\_\_\_

(Mobile) 'phone number \_\_\_\_\_

Email \_\_\_\_\_

Please use the space below to record any other further thoughts you may have about homophobia/transphobia and reporting these incidents.

Thank you for your help

**Submit**

## Notes

## Notes

## Notes

Using expertise from the Metropolitan Police Service a survey was conducted on women's experience of abuse and violence perpetrated against them on the grounds of their sexual orientation and or gender bias.

This report details the findings from a survey that was conducted on women's feelings of safety, as well as their experience of abuse and violence perpetrated against them on the grounds of their sexual orientation or gender bias.

This ground-breaking research draws on previous findings of the Metropolitan Police Service and, for the first time, focuses specifically on investigating women's experiences of homophobic and transphobic abuse and violence. The research also aims to understand where other aspects of women's lives, such as age, race, disability and faith, result in them experiencing more violence and abuse than others.

The intention of the findings detailed in this report is to inform the policing of hate crimes perpetrated against women, as well as providing information to other statutory bodies. By providing a greater understanding of the issues involved, this work aims to encourage more women to come forward and report their experiences of hate crime and thus enable perpetrators to be brought to justice more effectively.

## **About the authors**

Susan Paterson, B.Sc.(Hons).MA. and Vicky Kielinger, B.S.c (Hons). M.Phil, are Senior Criminologist for the Diversity and Citizen Focus Directorate of the Metropolitan Police Service.

Hazel Fletcher is an independent senior researcher commissioned by Stormbreak research and Consultancy. She is a former director of Research International.